

French manufacturer of standard and custom-made products for industrial applications based in Birmingham, is looking for a **Sales Administrator** to support the sales team and liaise with the export department. This is a new role and a certain level of flexibility will be required. Your main responsibilities will encompass sales administrative tasks and customer service responsibilities. You will report to the UK Country Manager and the Sales Support and Customer Service Manager.

Full training will be provided.

ROLE of the Sales Administrator:

- Providing both technical assistance and product information to customers
- Creating purchase orders, processing and following up orders within company timeframe
- Reviewing clients contracts
- Resolving enquiries and problems to achieve customer satisfaction via phone and email
- Supporting the Sales Managers to establish, develop and grow new business relationships
- Providing reports in relation to customer issues and feedback
- Liaising with Customer Service, Sales and Production as required for customer queries to ensure they are resolved
- Contributing positively to customer satisfaction and providing additional support in managing customer complaints
- Following-up invoices and credit control
- Maintaining knowledge and update on all company's products on SAP
- Developing and maintaining files and other technical support records
- Being the first point of contact to customers for inbound calls
- Providing administrative support, including producing quotes, checking stocks, organising logistic for deliveries

PROFILE:

- Previous administrative experience in industry (v service)
- Strong communication skills both written and spoken
- Ability to speak to clients about technical subjects after products training
- Previous customer service experience
- Proven eye for details, autonomy and adaptability
- IT literate, and ideally knowledge of SAP
- Intermediate or fluent French will be a plus

SALARY & BENEFITS:

- Between £28k and £33k according to skills and experience
- 1 day WFH
- Pension and private health insurance