

Job Description

Job Title	Sales Office Co-ordinator
Reports to	Sales Office Supervisor
Department	Customer Service
No. of reports	0
Brief overview	The purpose of the position is to support the business by providing top quality Customer service through effective working.
Role and Responsibilities	<p>Deliver an excellent service in all interactions with our Customers. All communications, verbal or written to be clear and appropriate Using internal systems (SAP) effectively to:</p> <ul style="list-style-type: none"> ○ Organise and process returns ○ Processing orders <p>Through an effective telephone manner and excellent written skills you will</p> <ul style="list-style-type: none"> ○ Take orders from Customers over the phone ○ Assist Customers with queries ○ Provide technical advice <p>Maintain internal record keeping processes which link to tasks and activities. Accounts administration General administration tasks Learn and apply all Customer service processes and internal procedures Liaising with customers and couriers on the phone, email and through system interaction Deliver an excellent service in all interactions with our Customers. All communications, verbal or written to be clear and appropriate Any other reasonable task as requested by management</p>
KPIs	<p>Meeting call answered targets Order accuracy target of 1% met All pricing accurately processed for the Contracts team</p>
Skills and Qualifications	<p>Customer Service professional Practiced and efficient telephone skills Energetic and positive approach Committed and loyal Team player Looking for a role where they make a real difference.</p>
Behaviour and Competencies	<p>Professional Demonstrating a professional approach to work</p> <ul style="list-style-type: none"> ○ By being punctual for work and meetings ○ Being prepared and organised for all meetings and training sessions ○ Being appropriately presented in a professional environment ○ Using appropriate professional language – both verbally and written <p>Team Work</p> <ul style="list-style-type: none"> ○ Being an active member of the team in order to achieve the shared objectives

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	<ul style="list-style-type: none"> ○ Completing work on time and to deadlines ○ Being helpful to other members of the team ○ Builds effective relationships with direct team and other internal teams ○ Demonstrating an understanding of the goals and objectives of the greater team <p>Organised</p> <ul style="list-style-type: none"> ○ Able to organise own workload and prioritize appropriately ○ Demonstrating initiative and ability to work unsupervised ○ Maintains composure under pressure <p>Learning</p> <ul style="list-style-type: none"> ○ To consistently demonstrate a desire to learn and achieve personal objectives ○ Identify areas of personal development and seek help to improve ○ Successfully acquire new knowledge and apply this practically <p>Communication</p> <ul style="list-style-type: none"> ○ To be able to communicate clearly and effectively both verbally and in writing. ○ Demonstrate listening skills with customers and colleagues <p>Adaptable</p> <ul style="list-style-type: none"> ○ Be flexible and open to new tasks and requests <p>Customer Service</p> <ul style="list-style-type: none"> ○ Demonstrate an understanding of the Customer service values of Roper Rhodes ○ Deliver the required standards of service in all interactions with Customers
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