

JOB DESCRIPTION

JOB TITLE	Telesales Administrator/Coordinator
RESPONSIBLE TO	Depot Manager
RESPONSIBLE FOR	N/A

POSITION SUMMARY

To confidently communicate with customers, providing product knowledge, fulfilling and exceeding customer requirements/expectations as well as providing efficient administration to the depot.

KEY WORKING RELATIONSHIPS

Depot office Team, Sales Office Team

MAIN DUTIES

1. Taking and processing customer orders either over the telephone or via email.
2. Contacting new customers through ABI and other leads.
3. Developing and building relationships with new customers
4. Dealing with telephone enquiries.
5. Actively seeking new customers, building rapport with customers .
6. Upselling and cross selling products to increase sales and profit margins.
7. Progress chasing orders where necessary.
8. Maintaining records.
9. Maintaining administrative processes.
10. Attending meetings that may be necessary in the performance of your duties.
11. Complying with and uphold company policies and procedures.
12. Undertaking any additional tasks as may reasonably be required from time to time.

It is a requirement of Pickering's Plant that all staff work in a flexible manner compatible with their job and in line with the objectives of the company. Please note that the job description for this position may be reviewed and amended to incorporate the future needs of the business..