

**Role Profile / Job Description**

|  |  |
| --- | --- |
| **Job Title:** | Sales Administrator |
| **Team:** | Sales |
| **Location:** | Melrose House, Croydon |
| **Role reports to:** | Daniel Wild – UK Sales Director |

To apply email your CV with a covering letter to daniel.wild@responsesource.com

**Job Description**

|  |
| --- |
| **Purpose of role:*** The role will involve providing support and efficient administration to the whole sales and marketing teams.
* To provide front line support to our clients and new prospects with regards to general enquiries.
* To carry out any general day-to-day duties as and when required to ensure the smooth operation of the sales and marketing departments.
* To manage the Press Release Wire sending process ensuring first class customer service.
* First point of contact for all Press Release Wire process enquiries
* First point of contact for all Media Job sales and process enquiries
* First point of contact for clients who engage the Live Chat software
 |
| **Key responsibilities:*** Complete all administration duties accurately and professionally, in line with the agreed format and timescales.
* Answering the telephone and referring calls to the appropriate member of the sales team.
* Assist Sales and Marketing Managers with administration tasks.
* Supporting and assisting the team with administrative duties when required.
* Inserting new prospect details on Access2PHP
* Assist the sales manager with production of weekly/monthly reports
* Proactive lead research - produce lists of researched leads for the sales team to proactively approach.
* Manage the ‘inbound’ email box and assign emails to the relevant sales person, recording and making sure that the tasks have been actioned.
* Manage the Media Contacts Database Distribution unsubscribes.
* Manage the ResponseSource email bounce process.
* Provide secondary cover for Press Release processing and Media Jobs moderation.
* Fulfilment of adding additional contacts onto the Media Bulletin distribution list.
* Ensure that the customer requirements are met in a courteous, professional manner at all times.
* Build relationships with teams throughout the business to ensure excellence in sales and customer service.
* Be aware of and understand the departmental and business targets; and the role that you play in their delivery.
* Provide event management support for marketing where required.
 |
| **Key performance indicators:*** Releases to be processed in line with Customer Service levels
* Providing client feedback in a timely and articulate manner
* Ensure that all inbound calls to the department are dealt with in a timely and appropriate manner.
* Client requests such as contact details and password changes are dealt with in a timely manner.
* The ‘inbound’ email box is effectively monitored and all requests are dealt with by the required sales person.
 |
| **Key relationships** (internal and external):* Internal - Research Team, Finance Team and Development team
* External – All customer groups
 |
| **Authority level** (people, policy, financial):* n/a
 |
| **No. of Direct Reports:**  | n/a |

**Person Specification**

|  |
| --- |
| **Essential knowledge/skills:*** Current working knowledge of:
	+ Excellent customer service skills.
	+ Ability to multi task, with great attention to detail
	+ Strong administrative and organizational skills.
	+ Innovative, proactive and intuitive in assessment of customer needs and requirements.
	+ Excellent communication and interpersonal skills.
	+ Proficiency in Microsoft Office applications
	+ Positive Telephone manner
	+ Good written, oral and electronic communication skills
	+ Problem solving, analytical and numerical skills
 |
| **Desirable knowledge/skills:*** Sales and sales processes
 |
| **Essential experience:*** Working within a sales environment
* Minimum of 5 years relevant work experience in a Receptionist and support role essential.
 |
| **Essential qualifications:*** Fluent written and spoken English
* Excellent numeracy
* Proficiency in Microsoft Office applications
 |