

**Role Profile / Job Description**

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| **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**

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| **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**

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| **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 |