

# Sales Administrator

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## 1. OBJECTIVE AND OVERALL PURPOSE:

The objective of the Sales Administrator is to provide first line and on-going support to customer enquiries and provide sales administration and customer service support as required. To ensure timely and accurate quotations, sales order processing, progressing such that we meet contractual obligations with a focus on maximising company sales and customer satisfaction. To be a member of the team responsible for providing administration support to the sales and new business development team.

## 2. SPECIFIC LIST OF DUTIES/TASKS:

This role includes but is not limited to the following duties:

- Provide first line response to customers by telephone and email.
- Manage and action all sales@email boxes.
- Dealing with incoming sales enquiries and provide, where appropriate, budgetary pricing, quotations, lead time and delivery information.
- Sales order processing to initiate order fulfilment ensuring accuracy and timely response.
- Where required to raise and send Proforma invoices following them up as well as reporting status to management as required.
- Update and email customers order acknowledgements.
- Filing and archiving of all sales orders.
- Managing customer order books; pre-progressing customer orders to ensure on-time delivery.
- Initiate, seek authorisation, arrange and administer the provision of samples.
- Maintain and monitor loan, evaluation and sample log providing reports to management as required.
- As required maintain our CRM with all relevant sales information.
- Administer and follow up the RMA process.
- Running and distributing to appropriate personnel the backlog report for both key accounts and Distributors.
- Supporting external and business development sales resources with the objective to increase sales and business opportunities.
- Actively promote and sell Siretta's full range of products as designated by management.

## 3. RELATIONSHIPS AND ROLES:

- The Sales Administrator reports to the Sales Director or appointed deputy.
- Work closely with the external and new business development team.
- Close working relationships to be built with key customers to Siretta.
- Liaise and communicate regularly with marketing, procurement, finance, warehouse and logistics.

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## 4. KEY PERFORMANCE INDICATORS:

To be agreed.

## 5. LOCATION:

This is an office-based position.

**Manager: Job definition is accurately defined for the role**

**Signed:**

**Dated**

**Employee: Job description is understood and accepted**

**Signed:**

**Date:**

**This document may be updated as a result of annual appraisals**

**Date:**