

Sales Admin Co-Ordinator

Job description

Lilley's Cider are looking for a Sales Admin Co-Ordinator to join our busy office-based sales team near Frome. You will be working as one of the team within the sales office with responsibility for the team's administrative requirements. This is a part time role Monday- Wednesday 24 hours a week. 9am – 5pm.

Role Responsibility

As a Sales Office Co-Ordinator your day-to-day remit includes but are not limited to:

- Answering customer telephone enquiries
- Processing telephone and e-mail orders
- Processing card payments
- Collating data and keeping updated customer information in our CRM
- Dealing with customer queries efficiently and in a timely manner
- New customer accounts
- Liaising closely with the Accounts department and other Lilley's Cider departments
- Keeping customers updated on progress of their orders throughout the process and being proactive in resolving any issues, escalating to manager as needed.
- Data input
- General office duties
- Sales research and working closing with the sales team on developing new business

The Ideal Candidate

Our employees have a can-do attitude, distinguished by computer and customer excellence, with a willingness to embrace team working and a passion for client service. You will be able to demonstrate a similar supportive, flexible, and driven ethos and will have accumulated the following experience and skills:

Essential Skills:

- You will need two years (Minimum) office experience in a similar role.
- You must be proficient in Microsoft Office.
- Demonstrate a high level of Customer service.
- You will need to be computer literate with accurate keyboard skills
- You will need to be assertive, articulate, have a good telephone manner and possess excellent verbal and written English skills.
- You must have excellent communication on all levels.
- Have a self-motivating and positive attitude.
- Be able to work to tight timeframes.
- Have experience working in a high-pressured environment.

- Have a good attention to detail.
- Use initiative to problem solve.

Desired Skills:

- Sage 200 experience
- Strong Administration Skills
- CRM experience
- Problem Solving skills.
- Sales experience
- Interest in Cider (not compulsory)
- Hospitality experience

What you can expect from us:

Lilley's Cider is committed to creating a diverse working environment and encourages applications from all suitably qualified people,

- 24 Hours a week. Monday- Wednesday.

Excellent and competitive salary package - Depending on experience (Salary will be negotiable to the right candidate)

- Working closely with a team of talented individuals with a great work ethic who also love to have fun!
- 28 days holiday (Pro-rata for Part-time) (some bank holidays will be required)
- Product discount
- A fantastic working culture
- The opportunity to develop, progress and work within an organisation which is rapidly growing.
- No weekends
- Great Working environment in the countryside.
- On-site parking.
- Performance based rewards.

Job Types: Part-time, Permanent

Salary: From £18,341.00 per year. Pro rata

If you would like to apply for this role, please email a copy of your CV to office@lilleyscider.co.uk