

DECOTEK	Job Specification – Sales Administrator	Sensitivity Level – [S]
		[G] General
		[S] Sensitive
		[HS] Highly Sensitive

Sales Administrator

Job Summary:

The Sales Administrator will possess excellent administration skills, be a strong communicator and multitasker as well as having a history of first-rate accuracy and task completion.

Department: Sales

Reports to: Technical Sales Manager

Direct Reports: 0

Principal Accountabilities:

- Resolving customer's queries, complaints, and disputes, finding, and updating customers regarding possible solutions, and coordinate internally if needed
- Updating customer portals as needed
- Processing all customer orders on SAP
- Checking stock availability
- Be cost effective in all contracts/purchasing and proactively look to reduce costs through efficiency and automation
- Managing Logistics Issues and communicating them to manager
- Dealing with customers both in person and over the phone
- Ability to manage all queries end to end
- General office duties including filing, faxing, and emailing

Skills and Experience:

- Experience with Automotive Sales
- Good documentation and general communication skills
- Excellent time management and organizational skills with a high level of attention to detail
- Competency in Microsoft applications including Word, Excel, and Outlook
- High levels of flexibility and a willingness to learn and develop
- Positive attitude, pro-active and ability to prioritise workload as required
- Flexible individual with a strong work ethic
- Ability to work well in a team
- Fluency in English (spoken and written)

Position is based in Collinstown Ireland