

# Sales Support Specialist (Internal)

## (Office Based, Full Time Permanent Position)

Due to continued success and expansion, Northern Ireland's largest digital printer, Northside Graphics Limited is looking for a new member for their office based Sales Team.

Experience in the print sales arena is NOT ESSENTIAL but preference will be given to someone with experience in the Print industry.

We are looking for someone with a proactive, dedicated, hardworking approach combined with the right attitude.

**This position would suit anyone with any experience in a sales environment.**

**Full training will be given to the right candidate.**

### Job Purpose

1. To prepare quotes and orders for customers.
2. Respond to customer requests.
3. Support the external sales team.
4. To contact customers and follow up on orders to evaluate levels of customer satisfaction.

<b>Responsible to</b>	Sales Director
<b>Commencement</b>	ASAP
<b>Location</b>	Belfast
<b>Salary</b>	Negotiable, depending on experience

### Summary of Main Tasks and Responsibilities

- Preparing quotes for customers based on their specifications and requirements.
- Processing and following up customer orders.
- Ensure that all customer enquiries etc. are followed up and dealt with promptly and effectively.
- Update computer system with amendments to enquiry/order/job specifications and maintain and update customer records
- Complete all daily/weekly/monthly KPI reports as required
- Support external sales reps as required
- Be driven to achieve and maintain top quality customer service levels at all times

### Additional Accountabilities

- Answer incoming telephone calls.
- Make outgoing calls to customers - not cold calling.
- Provide assistance and support to other members of the sales team as may be necessary to meet customer demands.
- Provide regular structured feedback to enable constant improvement of product and service levels.
- Ensure that all work carried out is in line with the company's strive for continuous improvement.
- Implement and maintain best practice in communication at all times with customers and colleagues.
- Any other reasonable duties as required, or at the request of management.
- Career advancement opportunities may exist to the right candidate.

	Essential Criteria	Desirable Criteria
Physical Attributes	Confident communicator, especially when using the telephone	

	<p>General good health</p> <p>Personable</p> <p>Professional in appearance, attitude and behaviour</p>	
<b>Qualifications</b>	Good general level of education including a minimum of GCSE's at "C" or above including Mathematics and English Language.	
<b>Experience &amp; Skills</b>	<p>At least 1 years' experience of working in an administrative/sales/ customer service environment.</p> <p>Evidence of providing exemplary service to customers.</p> <p>Can demonstrate a high level of competency in the following areas:</p> <ul style="list-style-type: none"> <li>• Multiple element project management</li> <li>• Carrying out administrative duties</li> <li>• Verbal and written communication</li> <li>• Accuracy and attention to detail</li> <li>• Numeracy</li> <li>• Well organised with the ability to prioritise</li> <li>• Meeting targets and achieving deadlines</li> <li>• Problem solving</li> <li>• Interpersonal skills</li> </ul> <p>A good working knowledge of Microsoft Office packages (particularly: Outlook, Word, Excel)</p>	Experience in using a computerised Management Information System.
<b>Personality &amp; Disposition</b>	<p>Personable, self-motivated, positive, enthusiastic, willing and a 'can do' attitude</p> <p>Motivated by achievement of results and providing a high level of service to all customers</p> <p>A team player with the ability to work on own initiative</p> <p>Ability to co-ordinate multiple element projects involving suppliers, colleagues and clients</p> <p>Logical and systematic with scrupulous attention to detail</p> <p>Flexible, co-operative and welcomes change</p> <p>Happy working in a busy environment with a pragmatic approach to handling pressure</p> <p>Be a fast learner</p> <p>Sense of humour</p>	