

## Technical Sales Coordinator

### **Job Description:**

The role will consist of answering all incoming calls, assisting both potential and existing customers with their product specific enquiries, processing sales orders and assisting the Operations Manager with the day-to-day running of the business. Successful applicants will have excellent customer service skills & experience, a demonstrable ability to learn and understand product specific technical information and be sufficiently numerate to provide accurate customer quotes.

### **Reporting To:**

The Technical Sales Coordinator will report to Sales Director.

### **Responsibilities and Duties**

- Answering all incoming calls and greet visitors.
- Process Sales Orders from receipt to dispatch.
- Help customers with technical enquiries (product training provided).
- Provide accurate customer quotes.
- Complete daily tasks allocated by the Operations Manager.
- General duties and cover associated with working in a small team.

### **Qualifications**

- Qualifications in chemistry or other technical fields would be advantageous.
- Experience in providing excellent customer service is essential.
- Must be numerate, technically minded and computer literate.
- An attention to detail, good organizational skills and a desire to learn are required.
- Any training certifications in Microsoft Excel and SAGE 200 are beneficial.

**Annual Salary:** £21,000 to £26,000 (Starting salary - dependent on experience and qualifications)