

## Sales and Procurement Coordinator



We are looking for a qualified administrator to join our commercial team and help us achieve our goals.

Our ideal candidate is goal-oriented and has a deep knowledge of customer service best practices. If you have exceptional organisational skills and draw energy from being part of a team, we would like to meet you!

**About the Job:** To support the UK Commercial Department in the generation of new business opportunities and the retention of existing customer accounts. The role will be supporting the Regional Account Managers in the following up of sales leads, creation of quotations, maintaining our customer database and a further range of administrative tasks as required.

The role will involve liaising with a range of stakeholders, both internal and external to identify, record and document customer requirements.

**Reporting to:** Head of UK Sales & Procurement

**This is what we need you to do...**

To deal with customer queries in a calm and professional manner ensuring that key points are documented on our CRM systems	To raise customer orders through the CRM system in relation to equipment that has been sold by Probo
To ensure that accurate quotes are raised in a timely manner and allocated to the appropriate Account Manager for approval before they are sent to the customer	To communicate important feedback from customers internally
To support the Regional Account Managers in the preparation of information for customer meetings	To support management in the generation of internal and external sales reports.
To liaise with colleagues across other areas of the business to ensure that information in relation to sales and purchases of equipment is shared in a timely manner and work is completed within agreed timescales.	To undertake other duties related to the nature of the job and its level of responsibility.

### **Experience**

- Relevant administrative experience for the role
- Experience of working as part of a team.
- Experience of working with internal and external customers
- Experience of working to deadlines

### **Knowledge, Skills and Understanding**

- Excellent communication skills, both written and verbal
- Good level of IT skills, with experiencing of using all Microsoft packages
- Good time management skills

### **Behavioural attributes**

- Ability to manage own workload and work on own initiative
- Ability to deal with conflicting priorities and meet the demands of working in a busy office
- Flexible and adaptable
- Excellent attention to detail
- Good organisational skills

### **Education & Qualifications**

#### **Essential**

- Educated to GCSE level in Mathematics and English to Grade C or above (or equivalent)

#### **Desirable**

- NVQ 3 Business Administration or appropriate equivalent qualification

### **Monitoring and ongoing development of outcomes**

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and Probo reserves its right to amend or add to the accountabilities listed above.