

# Sales Support Administrator

## Position Description

The Sales Support Administrator provides fast and efficient administrative support to the sales division, working as an important link between the client, sales person and other non-sales departments. Reporting to the Head of Sales Support, this position will have responsibility for the creation of sales quotations, renewal quotations, assisting the Account Directors with their client base and the processing of all sales orders. This role is pivotal to the smooth running of the Sales team and has an influence over the activity levels that can be maintained by senior members within that team.

## Primary Responsibilities

- Responsible for the end-to-end client software renewal process and ensuring deadlines are met. Involves quoting clients, chasing clients for sign off, closing off renewals, processing with vendors and providing regular updates to the Head of Sales Support
- Provide day to day administrative support to the Account Directors and their clients
- Adhere to the processes in place for new software orders with suppliers
- Input and process sales opportunities accurately on behalf of the Account Directors
- Correctly enter and maintain client data in the Salesforce CRM system
- Answer calls from suppliers, existing clients and pass over any leads from prospective clients
- Respond to and take ownership of client and internal queries in a timely fashion
- Ensure client requests are chased up internally with the relevant team (e.g. Consultancy or Project Management) and relay any updates back to the client
- Process and co-ordinate sales requests from different areas of the business, such as Support to Sales escalations or change notes from the Project Coordinators
- Resolve invoice and sales related queries for the Finance department
- Administrative assistance on client contracts and various legal agreements may be required (no prior legal knowledge needed)
- Handle any client complaints in a professional manner, escalating to relevant personnel
- Assist other regions (Americas, DACH, APAC) with client/ process related queries as and when needed
- Keep up-to-date on client Support tickets, feeding back any relevant information to Account Directors
- Provide support for client training courses and annual software declaration campaign
- Generate licence keys for Phoenix software
- Organise client meetings/software demonstrations if needed
- Provide data and various reports to help the Sales and Finance teams

## Personal Attributes

- Exceptional attention to detail and accuracy
- Strong organisational skills
- Effective multi tasker, able to prioritise conflicting responsibilities
- Team player with a high level of dedication
- Able to work unsupervised on own initiative to meet tight deadlines
- A can-do attitude, staying calm under pressure in a fast paced, changing environment.
- Excellent written and spoken communication skills, good telephone manner
- Good interpersonal skills, including tact, discretion and experience of liaising with stakeholders and staff
- Commercial awareness and an understanding of Sales targets and deadlines
- Good judgment and decision-making in uncertain circumstances
- Previous experience in an office administration role
- Proficient in Microsoft Office
- Salesforce knowledge a benefit

## Objectives

- Assist the team in improving the general quality of sales data sent around the organisation
- Assist the team with an improved efficiency around all sales processes

Please direct applications and any queries to [CV@Phoenixbs.com](mailto:CV@Phoenixbs.com). Alternatively please contact our HR Team on 020 7680 4450.