

JOB DESCRIPTION

Sales Administrator

Fortus is Europe's fastest growing Security & Fire Distributor, trading across the UK & Ireland within key industry verticals of CCTV, Intruder, Access, and Fire products. We have a 14-branch network across UK & Ireland and are the only distribution Company in the sector to offer a complete "end-to-end" security solution including **RE:SURE** CCTV monitoring. In 2022, **SSP** - Suppliers of high-quality Access Control and Gate Automation products - became part of the **Fortus Group**.

We are currently looking for a **Sales Administrator** to offer full administrative support to the Internal Sales team. This role is at the heart of the Sales Team and will interact with both internal and external stakeholders therefore you will be need to be great at building and developing relationships and excel at communicating at all levels.

The successful candidate will be joining a welcoming, friendly team who are passionate about great customer service, delivering results and enjoying the odd cake!

The Role & Key Responsibilities:

- **Brand Ambassador:** you will be the first person our customers/suppliers speak to as you answer all incoming calls to the team; dealing with or directing the calls as appropriate to Internal or External team members.
- **Customer Service:** you will ensure that all customer queries are dealt with in a timely, professional manner. This could be checking stock availability, chasing up quotes and pricing or providing ETAs on a product or deliveries.
- **Internal Sales Email Inbox:** this will be your first port of call every morning, you could be picking up queries yourself or you could be directing them to the relevant team member. You are customer focussed and aim to ensure that all emails are dealt with promptly.
- **Processing Orders & Payments:** using your attention to detail you will ensure that all orders have correct pricing and product codes before processing on Sage and taking payment by card / account as necessary. You oversee your orders allocating stock as soon as it becomes available keeping customers updated.
- **Accounts admin support:** you will work with the Accounts team to liaise with customers providing statements of any overdue accounts and processing payments efficiently.
- **Onboarding new customers:** New customers will either call or email, you will support them with the online forms and queries and then pass onto the relevant team.
- **Be part of the Team:** you will work closely with all members of the Internal and External Sales Team, supporting them with customer or supplier queries, attending regular team meetings and general office administration as required.

Knowledge, Skills & Experience Required:

Essential

- Minimum of two years in an sales administration role
- Passionate about great customer service
- Excellent professional phone manner
- Previously worked with Sage 50 or 200.
- Strong Microsoft skills including Outlook and Excel

- Strong communication skills (fluent in English) – verbal and written.
- Good problem-solving capability and confidence to react promptly to deliver the best service possible.
- Excellent attention to detail, including spelling and grammar.
- High level of time management and prioritisation skills, ability to handle tasks with competing priorities successfully.
- Uses initiative and works well under pressure / to deadlines

Desired

- Previous experience working for a distributor or retailer with a complex range of tangible products.
- Previous experience working in multi-site environment.
- An interest or aptitude for learning product codes and familiar with technology

What we can offer you:

This is a permanent full-time role. You will be working in the Letchworth office 08:30 – 5:00pm Monday to Friday, flexible working options available.

- 20 days annual leave plus bank holidays
- Auto-enrolment pension scheme
- On-site parking

No Agencies Please - We thank you for your interest in working with Fortus, however, we will not pay fees or acknowledge any CV's supplied to Fortus unless you have been briefed on the role by our HR Team.