



JOB DESCRIPTION

SALES CORRESPONDENT

Job Title	Sales Correspondent
Reporting to	Sales Office Manager
Hours of Work	Your normal hours of work are 37½ hours 8.30 - 17.00 normally Monday to Friday (but will include Saturday working on a rotational basis with other members of the department) with a one-hour lunch break. However, your hours would be best described as those necessary to fulfil the duties and responsibilities that the job demands.
Place of Work	This position is based at our Brandon office but may involve travel from time to time and could involve occasional overnight stays.
Main Purpose of Job	As a Sales Correspondent you will be responsible for supporting trade and retail enquiries through the entire ordering process from initial enquiry to completion.

Key Tasks

- Manage telephone enquiries
- Host bespoke specification and enquiry meetings with customers on site
- Process detailed customer specifications
- Issue quotations, floor plans and specifications to customers for approval
- Manage orders and quotations in the CRM system
- Issue confirmed specifications to production
- Provide assistance off site at Trade Shows as and when required.
- General support and assistance to Account Managers.

Knowledge and Skills

- IT adept with excellent knowledge of Outlook, Excel and Word
- Experience of a CRM system is preferred
- Business to business and business to customer relationship management
- Strong time management
- High level of accuracy
- Ability to work well as part of a small team in a fast-paced environment