

JOB DESCRIPTION



Job Title: Administrator

Department: Sales

Reporting to: Sales Director

Location: Laindon

Objective: You will perform a varied and pivotal role, offering unlimited support to the Director's, Sales Personnel and BDM's in relation to developing new and maintaining existing business.

You shall have specific responsibilities for the supervision of Bid Support. Your effective organisational, communication and high attention to detail skills are crucial as you liaise across all internal departments, external suppliers and customers, in a professional, efficient and confidential manner. Your drive and passion for excellence will enthuse and motivate your peers and staff alike.

RESPONSIBILITIES:

1. To maintain and manage quotations for Customers current OEM's in fulfilling quotations and data input onto Cura's operating system.
2. To develop relationships with the clients that are assigned to you to further the goodwill attached to the company name.
3. To manage and promote the various service offerings that Cura Technical offer, such as ad-hoc calls, annual maintenance contracts, click maintenance, new machine sales, consumables and parts.
4. To manage and develop the current brokerage sales of hardware and or consumables to the channel.
5. To find new business opportunities and convert new customers by offering Cura Technical portfolio of services. This is to be done partly through developing relationships with existing customers but primarily through prospecting new clients.
6. To renew existing maintenance contracts, and maintain existing run rate of business
7. Work and liaise with allocated Sales Administrator to ensure daily tasks are fulfilled such as IMAC Jobs, reports, customer complaints/queries and quotes are dealt with.
8. Specific General Duties:
 - I. Arrange new business opportunity appointments for BDM to attend.
 - II. Account management of existing clients
 - III. Process calls that have been placed in Cura telesales log and from Midas email address.

- IV. Updating intranet ACT or company appointed database with all relevant details of each client.
- V. Document and action customer escalations/complaints.
- VI. Manage email shot campaigns in your allocated channel for Brokerage sales.

All the above duties and responsibilities are geared towards achieving the maximum person effectiveness. There will be firm targets against which your performance will be gauged. The prime objective will be met when total sales in the area equate to the forecasts prepared and the targets set for the area. Actual sales performance will be reflected, of course, in commission earned.

With regard to measurement of, performance will be considered satisfactory when (a) all records of existing and prospective customers are up to date with full information on names, initials and position of contracts name of secretary and contain a call Record specifying in all cases the date of purpose of the next call; and when (b) the prospective customer records can be used to produce a forecast of expected business which is subsequently proved to be accurate. This data will be measured on ACT our CRM system.

This document is not exhaustive and you are expected to undertake any other duties commensurate with the post, as necessary from time to time.