

## Sales Support Administrator

OCSL. A CANCOM Company is a rapidly growing technology company that supports corporate and public-sector clients with world-class IT services, solutions and products.

Our thinking is award-winning, and we're constantly embracing exciting changes within our industry to ensure we're able to deliver exceptional solutions to our customers. We pride ourselves on having a different view and a better answer.

We are now recruiting for a Sales Support Administrator to join our busy Sales Operations team, based from our Wisborough Green office. Reporting to the Sales Operations Manager, you will be responsible for providing administrative support to our clients and internal teams. The ideal candidate will have experience in delivering high levels of customer satisfaction within a customer service environment and will be a proficient user of the internet.

This is an ideal role for a candidate with previous sales administration experience who is looking for more responsibility in a fast-paced environment.

### Key Responsibilities:

Being the first point of contact for OCSL Sales teams for:

### Pricing Quotes:

- Requesting pricing quotes from supplier and distribution;
- Obtaining internal quotes for specialist products;
- Obtaining quick quotes from Supplier Portals;
- Escalating pricing as required;
- Creating customer quotes;
- Preparing margin analysis forms when required;
- Obtaining quotes for specialist shipping.

### Orders:

- Reviewing and process customer orders and any subsequent amendments;
  - Check accuracy, delivery details, technical requirements for shipment, obtain any missing paperwork;
- Checking currency - obtain exchange rate as required;
- Creating internal order forms;
- Chasing order placement;
- Liaising with internal teams to update on orders.

### Liaison with customer:

- Analysing and respond appropriately to queries via telephone and emails;
- Chasing order placement, status and progress updates;
- Arranging logistical requirements to ensure they meet the customer needs.

### Sales Forecast/CRM:

- Responsible for ensuring all opportunities are added to the CRM;
- Regular review of Opportunities (in line with active pricing quotes);
- Converting opportunities to "won" as orders received.

**Skills & Experience:**

- Must possess strong administrative skills, preferably gained within a sales environment;
- Accurate keying / data input skills;
- Proficient in MS packages including Word, Excel and Outlook, working knowledge of CRM is highly desirable;
- Excellent communication skills both oral and written;
- High level of accuracy and attention to detail;
- Excellent interpersonal skills with the ability to maintain and build good relationships both internally and externally;
- Ability to analyse customer needs and recommend solutions with minimal escalations;
- Ability to prioritise workload efficiently ensuring that all customer queries are resolved to closure and the customer's satisfaction;
- Willing to go the 'extra mile' and views customer excellence as a personal objective.
- Ability to work methodically and calmly under pressure;
- Strong organisational, prioritisation and time management skills;
- Ability to self-motivate and manage own workload;
- Proactive in approach with a flexible attitude;
- Able to deal with customers in patient & friendly manner;
- Team player – understands the importance of collaborative working.

**Location:** Based from OCSL Headquarters at Wisborough Green (Guildford 30 minutes, Horsham 20 minutes).

**Hours:** 9.00am to 5.30pm / Monday to Friday. (37.5hrs per week)

**Salary:** up to £23,000

**Benefits & Perks:**

Includes: 25 days holiday, life assurance, healthcare cash plan, employee assistance programme, on-line discounts & savings platform, free parking, spot bonus scheme, recruitment bounty scheme, dress down Friday, fundraising, sports & social club, health and wellbeing programme.

**Start date:** ASAP

**Additional Information:**

- Must have the right to live and work in the UK;
- Must have access to own transport due to location;
- Full training and support will be given.

**To Apply:** Please include a covering letter (which includes salary expectations) along with your CV outlining the skills and experience that make you the ideal candidate for this position.

Think you'd fit in? Surprise us at [careers@ocsl.co.uk](mailto:careers@ocsl.co.uk)

We look forward to hearing from you!

**About us**

Join us at the forefront. Put your talent to the test. Make leaps in your field. OCSL is a creative, collaborative place, delivering transformative results with remarkable technology for remarkable clients daily. Working here is challenging, rewarding and exciting. We welcome adaptable, enterprising professionals and invest heavily in their development.

