

Job Title	Sales Support Assistant
Department	Technical
Site	Benson, Technical Office
Reports To	Technical Manager
Date of Job Description	January 2012
Hours of Work	37.5 each week – 08.30 to 5.00 (1 hour lunch)

Job Purpose
Assisting the Technical Sales function by providing administration and customer service support for the existing sales team.

Key Duties
<ul style="list-style-type: none"> ● Answer customer calls professionally and promptly to provide assistance where possible or redirect calls/take messages. ● Identify and forward appropriate quotation request forms in response to customer enquiries. ● According to instruction, use the departmental operating system to enter sales quotations accurately and distribute to customers by e-mail and or fax. ● Directly provide basic quotations to customers for standard waste streams and repeat jobs. ● Ensure compliance with all departmental procedures in terms of sales enquiry document management and waste pre-acceptance. ● To actively assist with the development of Haz-Box sales and marketing. ● Provide cover for Haz-Box co-ordinator during periods of annual leave absence. ● Devise and manage a program to ensure all sales quotations are followed up. ● General administration duties to ensure customer and departmental needs are satisfied. ● If required, use pool car to visit customer sites to obtain information to assist with sales enquiries. ● If required, support third party sales by covering the 3rd party waste bookings. ● Provide support for all sales initiatives and ad-hoc projects relevant to the role and future development within the department. ● Comply with good health and safety practice, all statutory requirements, Company policies and standard procedures.

Key Skills / Experience
<ul style="list-style-type: none"> ● A chemistry related qualification to HNC level or above. ● Previous customer service delivery by telephone. ● A can do attitude and desire to succeed. ● Full, clean driving licence. ● Approachable and friendly manner to assist others within the department. ● Competent in Word, Excel and Outlook. ● Conscientious attitude to work. ● Numerate and confident with the written word. ● Confident communicator. ● High importance to providing the best customer service and attention to detail to ensure work is completed accurately. ● Ability to move and change systems and processes within a growing business. ● Possibly able to offer ideas and thoughts for discussion to promote the development of the business. ● Ability to problem solve and adapt to different situations within a fast paced environment.