



JOB DESCRIPTION

POST TITLE:	Contract Sales Support
LOCATION:	Chesterfield UK
DEPARTMENT:	Commercial
RESPONSIBLE TO:	Lead Contract Account Manager

JOB CONTEXT:

Working from our Chesterfield office and reporting to the Lead Contract Account Manager, you will provide administrative support to the Contracts Account Managers, to ensure the timely processing and delivery of customer orders, with a key focus on accuracy and compliance.

KEY RESPONSIBILITIES:

- Operate as part of a flexible administration team to provide and efficient service to both internal and external personnel.
- Control stock levels of customer special items within the limits agreed and manage sales tracking tools, ensuring a smooth operation for the Contract Manager.
- Operate clear and efficient systems and procedures and regularly monitor these to ensure order entry is in full compliance with the customer requirements and company policies.
- Provide regular administrative support to the Account Manager where necessary.
- Liaise regularly with customers and monitor their requirements.
- To be responsible for troubleshooting customer account issues, providing data and guidance to the Account Manager.
- Attend regular meetings with customers to review orderbooks and forecast sales
- Be able to create and follow up quotations on customer requirements.

PERSON SPECIFICATION:

- Outstanding communication and people development skills.
- Experience in developing relationships with internal and external customers.
- Able to review resources and workload, adjusting as necessary to ensure deadlines are met.
- Commercial awareness.
- Self-motivated with considerable ability to work under own initiative.

- Ability to work under pressure and to deadlines.
- Attention to detail.
- Administration and contract management skills.
- Focused understanding of customer care and after sales service.
- Basic understanding of the commercial and financial running of the business.
- Fully competent in the use of Microsoft Office applications essential.
- Demonstrates a proactive approach to problem-solving, preventing issues before they arise.

KEY COMMUNICATION LINKS WITH:

Internal: Production, Procurement, Quality and IT departments.

External: Customers, Suppliers

WORKING CONDITIONS & ENVIRONMENT:

The post is located within the Chesterfield Facility but may require very infrequent travel.

ADDITIONAL REQUIREMENTS:

This job description outlines the main duties of the post but does not exclude other duties, which may be required to ensure the efficient operation of the wider business.

REPORTING RELATIONSHIP:

