

Sales and Customer Service Advisor

Job description:

- Obtaining and inputting sales orders into our operating system
- Support all new and current customer accounts, under your responsibility
- Answering incoming calls to provide service support for new and current customer accounts
- Supporting customers with pre and post-sales queries and cooperating with necessary departments to resolve any customer issues that arise
- Advising customers of problems such as delivery delays
- Working to keep accounts engaged through the introduction of new products and development of customer relationships
- Using the daily management meeting and/or daily Corby team meeting to highlight customer issues which require additional support to resolve
- Providing quotes to Agents or hotels over the phone/email in line with agreed pricing structure

Specific skills and experience required:

Essential:

- Confident and self-motivated
- Professional and flexible attitude to work
- Excellent verbal / written communication skills
- Positive telephone manners
- Well organised
- A passion for delivering customer satisfaction
- Excellent customer service skills
- Ability to work under pressure
- Good team-working skills and the ability to work well within a team environment.
- Ability to build a rapport with customers
- Proficient in Microsoft office software.

Desirable:

- Previous sales administration experience
 - Foreign languages skills
 - Experiences in B2B sales.
 - Export sales experiences
- Job Types: Full-time, Permanent

Salary: £19,000.00 /year

Job type: Full Time

End Date: 25th January 2019