# **Job Description**

# **Key Account Sales Support**

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| **Title:** | **Key Account Sales Support** |
| **Reporting To**: | Key Account Manager |

**Job Purpose: To support the sales team in the administration and processing of key account customer orders.**

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| **Responsibilities** | **Key Tasks** |
| To support the sales team | * Administration of accounts - set up paperwork and database input for new customers.
* Assisting in creation of excel based costing schedules.
* Input and checking of data in the customers new line forms.
* Input and data and manage customer on-line portals.
* Competitor research and analysis (online and in store).
* Prepare meeting rooms for customer meetings.
* Helping to manage trade fair arrangements and preparation.
* Arrange and prepare samples for delivery to customers.
* To help prepare, attend and exhibit at trade fairs as required.
* Helping to resolve customer service issues.
* Answering phone enquiries.
* To support the Sales Director in his duties including PA duties as required.
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| Maintaining and developing the CRM system. | * Ensure all customer details and requirements set up on the finance systems are correct and up to date.
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| Ensure orders are processed and delivered correctly. | * Input orders onto Pegasus – accurately raising style numbers.
* Ensuring orders are communicated correctly and fully to accounts.
* Ensuring all orders are despatched on time and to the correct address.
* Liaise with the warehouse to resolve any stock level or delivery issues.
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| Collate pre production sample comments | * Attend Meeting and take accurate notes
* Update Preproduction spreadsheet
* Circulate notes to key account team members, highlighting action points within a day of the meeting.
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| Assist in upkeep of Sales Room. | * Regular tidy of office
* Keeping meeting areas clear of samples
* Assist with post in and out of the office
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| Ad Hoc | * Assist the Account Mangers, Sales Manager and Sales Director, other departments, as and when required.
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| Core Skills | * Planning and Prioritising.
* Punctuality.
* High Attention to Detail.
* Time Management – Using Time Effectively.
* Communication – Internal & External
* Proficient in Microsoft Office, particularly Excel.
* Friendly and can-do nature.
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