# **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. |
| Maintaining and developing the CRM system. | * Ensure all customer details and requirements set up on the finance systems are correct and up to date. |
| 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. |
| 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. |
| 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 |
| Ad Hoc | * Assist the Account Mangers, Sales Manager and Sales Director, other departments, as and when required. |
| 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. |