



Sales Administrator

Cooper & Turner Ltd – Sheffield, South Yorkshire, United Kingdom

We are a global manufacturer and supplier of large diameter fasteners, headquartered in Sheffield, supplying Wind Energy, Rail, Construction and Tunnelling industries.

As part of our sales and growth plan Cooper & Turner require a Sales Administrator. This is a full-time role within the sales department where you will be working in a small internal and external team. Your duties would involve all aspects of sales administration, customer service and key account support and assistance.

We deal with both UK and international companies and the successful candidate would be actively involved in quoting and processing sales orders for supply to projects around the globe.

The candidate should ideally have experience in working in a commercial office type environment and should have knowledge of Microsoft excel and word and be able to work accurately to deadlines.

We would consider a less experienced candidate who could demonstrate some base skills and show a willingness and positive attitude to develop.

General Responsibilities and Brief

To be a pro-active member of the sales team and be actively involved in sales, sales administration and commercial issues. This is to be achieved by quoting current and new customers and having regular contact with key or allocated accounts. You would be involved in key sales order processing activities at all stages of the transaction.

- Respond to designated customer enquiries in line with department procedures.
- Follow up customer enquires within 24 hours or as per the timetable agreed.
- Ensure that orders are tied up to relevant quotations and entered on the enquiry register.
- Answer incoming telephone calls quickly, courteously and in an efficient manner.
- Answer reception phone and deal with visitors.
- To liaise with external sales staff regarding the specific status of customers prior to any visits.
- Liaise with production, capacity planning and warehouse regarding delivery status of sales orders.
- Liaise with QC regarding customer complaints and quality issues.
- To ensure your work area is tidy and enables the company to comply with Health and Safety requirements.
- Work with Sales Manager / Sales office Manager - monitoring key projects and producing report information and data.
- Learn how to prepare all documentation required for all export shipments i.e. packing lists, Certificates, invoices etc.
- Liaising with approved transport sub-contractors and freight forwarders. To prepare export documentation. Liaise approved transport sub-contractors and relevant C&T departments. To ensure export orders are despatched in a cost efficient, efficient manner.

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- To be aware of all aspects of the Efac MRP system to enable you to fulfil your sales functions (e.g. order entry, progressing, enquiry screen, find and understand reports).
- Work with the procurement department to ensure we have enough raw material and purchased items to support customer supply needs.
- Work with the immediate line manager and supervisor on key account development.
- Office administration - to be aware of all aspects of the paperwork flow and be involved on filing and material archiving. Sending and receiving of faxes and emails. Use of printer.
- Dealing with the daily post, receiving and sending.
- Daily, one off / special requirement as requested by your manager or supervisor.

Candidate requirements and Profile:

- The role would be a full-time position.
- The role requires good organisational and administration skills.
- Excellent communication skills, with the flexibility and adaptability to liaise with all levels in the organization
- An ability to conduct day to day written email correspondence and talk with both UK and foreign customers and make contact by phone and provide a range of information.
- Knowledge of Microsoft Excel and Word is important along with basic IT knowledge.
- Ability to work within a small team and interact with other related departments within the organisation is important.
- The ability to work with people.
- Ideally a person with administration or commercial skills gained in a production, distribution environment would help, alternatively, we would consider an inexperienced person who show a willingness to learn and work within a team.
- As the role does carry varied responsibilities the candidate should be capable of handling multiple tasks and not be fazed by deadlines.
- Attention to detail or a conscientious attitude would be key attribute.
- A friendly open and honest disposition would help integration into an established team.

To apply, email your CV To Carol Rocket, carolr@cooperandturner.co.uk