

JOB DESCRIPTION

Sales Assistant



Date:	May 2020
Work Area:	Solar International
Based at:	Machynlleth
Contract Term:	Permanent
Hours per week:	37.5 hours per week
Responsible to:	Account Manager
Responsible for:	N/A
Pay Band and Scale:	Commercial Job Family – Level 2 Developing £19,259.58 / Competent £24,074.47
Job Purpose:	<p>This is a key role for a customer focused person to actively and confidently participate in the sales function within the Solar International Department.</p> <p>This role will support the international sales team by managing enquiries from arrival to order, liaising directly with customers, supporting sales and marketing activities, preparing standard quotations for solar vaccine fridges and preparing supporting documentation for tender submissions.</p> <p>This role will also comprise of data entry, filtering, follow up and close customer enquiries.</p> <p>This role will provide administrative support to the team working closely with other team members who have responsibility for sales, quotations and tenders.</p>

Key
Accountabilities: **Operational.**

Sales activities within solar international to include:

- Managing the solar international CRM enquiry database.
- Undertake communications with overseas customers.
- Providing relevant information to potential customers.
- Preparing quotations as appropriate.
- Following up enquiries and quotations.
- Provide supporting information for tender submissions.
- Gaining customer feedback.
- Liaising closely with the operations team to ensure correct lead and production times are understood.
- Researching into tender opportunities, identifying potential bids and follow up accordingly.



- Assisting with events as appropriate which may require occasional UK travel.

Administrative support to the team to include:

- Visa and travel arrangements.
- Support with data input to SAGE.
- Hospitality arrangements for visitors.
- Other general office duties.

Technical.

- Communicate clearly with customers showing a clear technical understanding of Dulas solar products, their purpose and applicability.
- Identifying appropriate supporting documentation to be provided with quotations and tenders.
- Undertaking calculations required for quotations.
- Using and adapting as required Dulas pricing spreadsheets in order to prepare quotes.
- Working with the Technical team to document and populate the client feedback spreadsheet.

Commercial.

Commercial responsibilities to include:

- Customer relationship management.
- Ensuring accurate and timely customer service.
- Activity participating in team meetings.
- Activity participating in company matters through attending business and department meetings.

Health, Safety and Quality.

- Demonstrating a commitment to quality management standards and the principle of continuous improvement.
- Complying and be aware of Dulas H&S standards.

Financial.

- Producing quotations in line with the company's Delegated Authority.

Person Specification:

PD003-D Job Specification, 15-06-11
Not controlled when printed

Essential Criteria

Skills, experience & qualifications	<ul style="list-style-type: none"> • Minimum of 2 years' experience in sales or administration. • Ability to establish customer needs and build and sustain good customer relationships. • Experience of sales and preparing successful competitive quotations and tenders. • Consistent presentation of documents. • Excellent attention to detail.
Team working	<ul style="list-style-type: none"> • Good team player who is keen to make a difference. • Able to work with all team members.
Communication – written & verbal	<ul style="list-style-type: none"> • Excellent communicator, with ability to understand complex customer requirements. • Excellent written and spoken English.
Management – including self-motivation & time management	<ul style="list-style-type: none"> • Able to assess own workload, prioritise and meet deadlines. • Self-motivated, able to work autonomously and manage own time effectively. • Excellent organisational skills.
IT & Other	<ul style="list-style-type: none"> • Competent with Word and Outlook. • Experience of CRM and other databases. • Numerate with the ability to use Excel.

Desirable Criteria

Skills, experience & qualifications	<ul style="list-style-type: none"> • An interest in development issues and understanding of the challenges in developing countries. • Marketing experience. • Technical understanding of solar electrical systems.
Team working	
Communication – written & verbal	<ul style="list-style-type: none"> • Good spoken and written French.
Management – including self-motivation & time management	
IT & Other	

Document History

Revision
A

Created/revised by
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HR

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