



Sales Administrator

Job Title	Sales Administrator
Job Type	Full Time, Permanent
Salary	Competitive
Location	Stonehouse, Gloucestershire (Office based)
Reports to	Senior Product Manager

Lister is looking for a dynamic hands-on Sales Administrator to join one of the most recognised, trusted and world-renowned manufacturers in large animal clipping and shearing products.

Lister has set the standard for reliability and quality through engineering innovation by working with leading grooms, shearers and farmers around the world, listening to market feedback and studying the way in which our products are used. In 2002, Lister was bought by Wahl Clipper Corporation that began an investment programme to support Lister in continuing to produce world class clipping and shearing products. Lister is based in Stonehouse, England, with a team of over 75 employees and distributes to over 60 countries both directly and through the Wahl subsidiaries around the World.

The successful candidate will be part of the Sales and Commercial Team reporting directly into the Senior Product Manager. This role offers an exciting opportunity for anyone who enjoys a challenge and is ready to jump feet first into the role. In return, you will get the opportunity to join a friendly team in a family-feel company where you will be well looked after and valued. The role comes with an excellent remuneration package including a pension plan, health plan and a generous annual holiday entitlement. In addition to full training, we will also provide the relevant tools and support to help maximize your potential and your individual career development.

Job Summary

This role would suit someone early in their sales career, customer focused, confident, good personality, self-starter, and a go getter.

Key Responsibilities and Accountabilities (Includes, but not limited to the following)

- Providing excellent customer service and key account management, covering but not limited to, handling customer queries and upselling, looking to add value
- Administration responsibilities, covering but not limited to, processing orders, sending pro forma invoices and order acknowledgements
- Customer complaint handling – to create and follow procedures to ensure all relevant training and opportunities for improvement are applied and tracked through business to resolution.
- Driving the voice of the customer internally.
- Liaising with all departments & providing clear communication to all relevant parties.
- Dealing with key day-to-day issues to manage resolutions.
- Maintaining and driving any improvement events around Sales & Customer Service.
- Active role in daily and bi-weekly sales meetings, taking minutes and ensuring actions are allocated and followed through.
- SAP processes – owning the knowledge, training and support to all team members building to Superuser status for Sales and Customer Service.
- Despatch plan / Order book management, attending and driving sales presence at relevant department meetings.
- Supporting the Despatch team with UPS and maintaining day to day relationship, i.e. Uploading of issues etc.
- Assisting & supporting external Sales department as Company requires (trade shows etc).
- Covering team members when on holiday and ensuring adequate cover (training support) is given in your absence.



Skills & Qualifications

- Previous Customer Service Experience
- Excellent oral and written communication skills
- Good computer literacy with the ability to interact with MS office suite of applications
- Excellent attention to detail
- Be self-motivated and enthusiastic

Important Information:

- Working Monday to Thursday 7.30am – 16.45pm & Friday 7.30am to 12.30
- Permanent role with a global family run company
- Generous holiday allowance
- Company pension

Apply

To apply, please send your CV via email to Jules.minchin@lister-shearing.co.uk
All applications are treated in the strictest confidence.