

JOB DESCRIPTION

Job Title: Sales Co-ordinator

Reports To: Sales Manager

MAIN FUNCTION OF THE JOB

The sales Coordinator provides administrative, operational and customer service support to ensure the sales process runs smoothly and efficiently.

The role acts as a key link between customers, the Sales team and internal departments including Operations, Production, Quality Control, Artwork Design & Office Support and Despatch. Responsibilities include coordinating customer communications, processing orders, maintaining customer records, supporting artwork and documentation requirements, and assisting with export and despatch processes.

The role also includes supervising and supporting the Artwork Design & Office Support team member in relation to order processing and artwork requirements.

The job holder will also undertake other reasonable duties as assigned by Management from time to time.

KEY RESPONSIBILITIES

- Answer telephone calls and undertake occasional reception and hospitality duties.
- Manage customer enquiries and communications by telephone, email and other appropriate methods, providing information on orders, lead times, delays, collections and deliveries.
- Act as the primary communication link for urgent, ASAP and special customer requests, relaying information between customers and internal departments to ensure requirements are understood and addressed promptly.
- Process sales orders accurately and prepare Order Acknowledgements, Order Confirmations, Proforma Invoices and other sales documentation using SAGE 200 and Microsoft Office.
- Once Proforma Sales Orders are complete, inform the relevant person responsible for payment coordination and await confirmation that payment has cleared before progressing the despatch.
- Liaise with Sales, Operations, Production, Quality Control and Artwork teams to ensure customer requirements and orders are fulfilled correctly and on time.
- Where order delays occur, notify the relevant Sales contact so that they can liaise with the customer to determine whether the complete order should be delayed or whether a partial shipment is required.
- When multiple orders for the same customer have different due dates, review opportunities to combine shipments where appropriate and advise the relevant Sales contact, taking into consideration transport costs, customs clearance, logistics and packing efficiency.

- Create and maintain customer accounts, contact details, VAT/EORI information, pricing and other sales records.
- Maintain customer price lists and update SAGE 200 with new products and pricing.
- Review incorrect BOM/PL information when identified during sign-on/sign-off and report any issues to QC via the appropriate SAGE process.
- Respond to sales enquiries, provide brochures and product information, and follow up enquiries from exhibitions and trade events.
- Provide customers with SDS sheets, Quality Certificates, Product Data Sheets, IFUs and other relevant documentation.
- Process direct customer requests for Certificates of Analysis (CoAs), including requests outside normal shipping requirements, following the agreed internal process.
- Coordinate artwork requirements, including the creation and amendment of labels, IFUs, cartons and other packaging artwork.
- As part of the Sales team, coordinate the artwork approval process, with final artwork approval provided by the appropriate authorised Sales team member as part of the standard process.
- Assist with artwork using CorelDRAW and Adobe Illustrator when required.
- Create and maintain stock item codes and Bills of Materials (BOMs).
- Prepare export documentation and liaise with the Chamber of Commerce and relevant departments to ensure shipments can be exported correctly.
- Prepare shipping and export documentation required by customers and despatch, including Certificates of Origin (COO), EUR1 forms, Batch Certificates, Commercial Invoices and other customer-specific documentation.
- Assist with changes to export legislation and related documentation or system requirements.
- Generate Commercial Invoices for sample products where required.
- Support Despatch with Goods-In bookings from suppliers when required, including handling telephone requests.
- Liaise with agents and provide support to the Despatch function during periods of absence.
- Produce month-end and MMM reports as required.
- Ensure the required monthly sales figures are prepared accurately and on time for inclusion in the relevant management/SI reports. Ensure appropriate handover and documented procedures are maintained so that the process can be completed consistently during periods of absence.
- Maintain accurate electronic and hard-copy filing systems and customer databases.
- Support website content updates and backups when required.
- Provide administrative and sales support to team members attending exhibitions, trade events and business trips.
- Cover order processing and other sales administration duties during periods of holiday or sickness.
- Check invoices received from external suppliers, including CDN and Icert, against the relevant orders and supporting documentation before they are submitted for approval.
- Follow the company's agreed invoice authorisation process, ensuring invoices are checked by the appropriate person and authorised by an appropriately designated

manager or authorised individual. Where required, liaise with Management to establish appropriate cover for invoice authorisation during periods of absence.

- Undertake other reasonable duties as required by Management.

REQUIRED EXPERIENCE & QUALIFICATIONS

- Two years or more experience in a customer-facing, sales support, administration or customer service role.
- Excellent communication and customer service skills.
- Strong organisational and administrative skills.
- Excellent attention to detail and accuracy.
- Ability to manage multiple priorities and meet deadlines.
- Good IT skills, including Microsoft Office and Excel.
- Experience using SAGE or similar CRM/ERP systems is desirable.
- Experience with CorelDRAW or Adobe Illustrator is desirable.
- Knowledge of export documentation and processes is advantageous.

KEY ATTRIBUTES

The successful candidate will be organised, professional, polite and customer-focused, with strong communication and problem-solving skills. They should be able to work independently and as part of a team while managing multiple tasks and priorities effectively.