bcp

Sales Administrator
Job Overview
This role could be adapted for part-time (minimum 25 hrs/wk) or full-time work (37 hrs/wk)

Role Summary

Provide administrative support for the Sales team including maintaining accurate customer details, setting up hardware maintenance contracts, ordering hardware and third party software, raising sales invoice authorisations, managing and monitoring sales leads within CRM and managing marketing collateral for the sales team.

Main Job Tasks and Responsibilities

1. Set up and maintain up to date records for new and existing customers on databases, contacts lists etc
2. Ensure all necessary paperwork is stored electronically on internal systems
3. Ensure charging rates are kept up to date on internal systems
4. Ensure professional service days used on contracts are logged and monitored
5. Monitor active sales orders and order hardware and third party software as required
6. Set up /cancel maintenance contracts for hardware and third party software as required.
7. Liaise with suppliers over software & hardware deliveries and ensure sales/implementation are kept informed
8. Complete paperwork, track/chase orders for Electronic Fund Transfer (EFT) applications
9. Manage and monitor sales leads within CRM system
10. Manage marketing collateral for the sales team
11. Coordinate User Group seminars
12. Ensure customer Escrow deposits are made on an annual basis
13. Set up projects on time recording system as appropriate
14. Monitor staff timesheets & cross reference against active orders, liaising with implementation staff on status of projects.
15. Produce sales invoice authorisations for all completed orders on a monthly basis using CRM system
16. Maintain customer hardware and software maintenance registers and invoice customers for ongoing maintenance as appropriate
17. Deal with billing queries from Accounts and Sales and verify Accounts' monthly revenue spreadsheet
18. Produce monthly list of uncharged work from timesheets for senior management

Additional Duties

- Perform other duties from time to time as required

Experience, Qualification and Skills

- Excellent written and verbal communication skills (English GCSE Grade C or above)
- Numerate with excellent attention to detail (Maths GCSE Grade C or above)
- Able to organise own time, prioritise and work effectively under pressure and to deadlines
- Able to work in a team as well as independently
- Confident using Microsoft Word, Outlook, Excel and Access
- Must live within one hour's commute of Stockport

Reports to: Head of Sales & Marketing

Apply in writing with CV and covering letter to vacancies@bcpsoftware.com