

Job Description

Job Title:	Sales Coordinator
Reports To:	Sales Admin Manager
Business Unit:	Hobart UK Equipment
Purpose of Job:	To effectively co-ordinate and manage orders from receipt of order to delivery/installation
Responsible for:	N/A

Position Responsibilities

All activities are to be carried out in accordance with all company policies and procedures as set out in the Company Handbook and elsewhere including policies regarding: Equal opportunities, anti-bribery, health and safety, data protection/GDPR and information security. The Sales Coordinator's role includes but is not limited to:

- To confidently process a wide variety of orders for Hobart Warewash/Food Prep/ Cooking and Hobart Independent equipment.
- To make certain that customers are well informed of the progress of their order.
- Responsible for ensuring that delivery and installation deadlines are met.
- Providing excellent customer service, whether this on the phone or via email.
- Communicating with the sales force team on the progress of orders which will allow them to manage their customers expectations.
- Requesting site surveys to be carried out on Installation orders and communicating the findings to Hobart Service Install and the customer.
- Having a basic understanding on the trading terms for each distributor and Government sector pricing.
- Creating new customer accounts and supplying the current documentation to the Finance Department.
- Keeping online portals up to date with the progress of any orders.
- Responsible for raising purchase orders to 3rd party suppliers such as fabricators.
- To effectively communicate with the transport company on any up and coming large or challenging deliveries.
- Ensuring that any failed deliveries/installations are logged, and the manager is notified as to the reason why.
- Arranging for the return of any equipment and making sure all documentation is completed prior to the return.
- Keeping open orders up to date in Sage, moving dates if required and entering the reason as to why they have been moved for reporting purposes.
- Providing additional support to the admin team as and when required.
- Completing quotations for customers within the SLA time.
- Assisting the Finance Department on any invoice queries that may occur.
- Collaborate with the internal process to ensure best practice and legal compliance is achieved and continuously improved to minimise risk to the business performance and reputation.
- Conduct yourself in a safe manner and support the company Enterprise Strategy to achieve our target of zero medical treated and lost time accidents; to support our company wide safety culture.

Key Skills and Attributes

- Previous experience within a similar environment would be advantageous although not essential.



- Excellent communication and organisational skills.
- Confident telephone manner.
- Be able to work under pressure.
- Adeptness to work on own initiative as well as part of a team.
- Confident enough to ask for help when required
- Attention to detail
- Competent user of Microsoft Office packages

Development

Development within the company in this or other roles will be dependent on the commercial needs of the business and the personal ability and drive of the job holder.

This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.

