Job Title: Sales Administrator

Start Date: Immediately

Salary: £21K plus – Dep experience

Hours: Full Time

Benefits: Free Vegan lunch daily and 28 days annual leave (including bank holidays). Bonus scheme.

The Company

inSpiral's mission is to contribute towards a better world by providing optimum nutrition - ideally to as many people as possible. We aim to achieve this through our growing range of raw vegan snacks, packed in predominantly compostable packaging and bursting with goodness. Kale chips are the company's flagship product and the company has grown considerably over the last 5 years. We aim to do things right from the bottom up, from the way we source, the way we produce and the way we market our products. The entire chain has to be ethical & sustainable.

Job Description:

- Managing inboxes and phone calls. Primary first contact.
- SAP management: Prepare, progress monitor orders accurately, raise invoices and credit notes, keep account information up to date (change of personnel, addresses, account instructions, promotion prices etc). Improve efficiency of SAP
- Keep sales Administrator manual updated and other relevant manuals (amazon, SAP etc)
- Managing and preparing large/international orders and troubleshooting where necessary.
- Answering all customer enquiries and referring where necessary
- Troubleshooting all Sales orders/deliveries UK and International
- Managing webshop orders and customer service
- Take charge of the amazon account and other accounts allocated to you
- Office admin support: Supporting sales team and CEO where required
- You will work closely with retailers, including Whole Foods Market, Planet Organic and small independent shops. Keep them updated on stocks, promotions and keep company informed on any relevant business updates, store performance, marketing opportunities etc
- Managing in store demos, organising with Sales Managers, preparing samples and relevant documentation and samples kits, monitoring stocks of tater tubes.
- Work closely with the logistics and stock planning department to manage stocks.
- May be required to attend trade shows or other external events as part of your duties
- May be required to carry out other administrative tasks not listed
- As part of the sales team you are expected to recommend lines not listed, upsell and offer suggestions to current and new customers
- Ensure fully competent with product knowledge of whole inSpiral catalogue.
- Recommend and suggest ways to improve working practices

Person specification:

- Clear speaking voice (as the majority of work will be telephone based)
- Excellent organisational and multitasking skills

- Patience and understanding for other's work
- Ability to interact with people at all levels
- Ability to manage multiple tasks
- Problem solver
- Attention to detail
- Team Player
- Ability to adapt to different, last minute situations
- Flexible
- Helpful
- Understanding
- Patient

Essential skills:

- A minimum of 1 years' experience working in a similar role
- High level of written and spoken English language
- High level of numeracy
- Admin experience
- Customer service
- SAP knowledge (Or other sales/purchasing software)
- Proficiency with Excel, Word and PowerPoint
- Excellent research skills
- Well organised and good time management

Desired skills:

- Amazon vendor central experience
- Sales experience
- Good negotiation skills
- Ability to meet targets
- Knowledge/background in foods, supplements or nutrition.

Qualifications:

- Ideally educated to degree standard
- Must have good GCSE English and Mathematics (equivalent or higher)

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