

JOB DESCRIPTION

Job Title	Sales Support Administrator
Department	ZenAuto
Reporting to	Sales Team Leader
Responsible for	Processing new vehicle orders and customer service
Location	Leeds
Job Role:	<p>Responsible for the processing of new orders and creation of customer records within the fleetware system. The role will involve working closely with sales, finance, purchasing and pricing teams to ensure strict KPI's are met and high customer service standards are maintained.</p> <p>To assist in the development and refinement of processes used within the team, providing insights into creation, development and implementation of efficiency improvements</p>
Environment:	A new and exciting product offering from an already successful business with excellent potential for personal development and career progression. A culture of over achievement versus target along with a strong focus on customer satisfaction.
Responsibilities:	<ul style="list-style-type: none"> • Creating new customers in fleetware • Placing new vehicle orders in fleetware from the BLS quote system • Managing orders up to 1 month from placement • Working closely with the Sales Team in processing stock orders to ensure minimal slippage to delivery • Managing customer expectations with regards to lead-times and estimated delivery dates • Working with the customer service team to make processes more efficient and provide ever improving service • Working alongside marketing and the sales team to ensure the product and brand knowledge is current

PERSON SPECIFICATION

Job Title	Sales Support Administrator	
Department	ZenAuto	
Skill	Essential	Desirable
Excellent and consistent customer service	X	
High levels of attention to detail	X	
Competent with MS Office systems		X
Able to manage expectations honestly	X	
Experience	Essential	Desirable
Dealing with customers over the phone and via email	X	
Ability to work and collaborate across departments	X	
Worked to tight deadlines with fast turnaround on placing orders	X	
Managing customer expectations	X	
Complaint handling	X	
Personal Characteristics	Essential	Desirable
Articulate and honest when dealing with customers	X	
Ability to work under pressure	X	
Self-motivated	X	
Excellent organisational skills	X	
Desire to deliver exceptional customer service	X	



Accuracy / Attention to detail	X	
--------------------------------	---	--

RECRUITMENT PROCESS

Please email your CV to HR@zenith.co.uk and we will be in touch.

