

Job Information Sheet



Job Title : **Sales Support Assistant**
Department : Sales
Reporting to : Sales Manager

Job Purpose

WF Supplies provides a comprehensive range of products to the drylining and interior fit-out sectors. With over 5,000 stock items tailored to the needs of these sectors and an invaluable next-day direct-to-site delivery service, WF Supplies is perfectly positioned to ensure the success of every fit-out and drylining project.

The role of the Sales Support Assistant is to support the sales team, working with customers to provide them with a personal service and ensuring the Key Account Managers have the needed assistance and time to grow their customer base.

Key Responsibilities

- Process orders and quotes
- Answer calls and queries (team and house accounts)
- Manage the Sales email inbox
- Chase unconverted quotes
- Assist in reach out campaigns
- Check deliveries and inform customers about any exceptions
- Processing web orders
- Call back missed calls
- Advising of special-order purchasing delays
- Handling admin requests – copy invoices, PODs, data sheets etc.
- Support Key Account Managers and monitor their outgoing calls
- Liaise between the Sales Team and Operations Team to ensure that customers receive the best possible service
- Ad hoc requirements or projects to support the business

Skills & Experience

- High quality attention to detail
- Proactive and driven attitude. A “make it happen” mindset
- Collaborate with Key Account Managers to drive business growth and customer acquisition
- Ability to quickly engage and connect with customers
- Excellent communication skills for both internal and external interactions