

## Job Description

**Job title:** Sales Support Co-Ordinator

**Job purpose and main duties:**

- To answer incoming calls and deal with telephone enquiries.
- To process sales from the initial quotation through to aftersales support.
- Be an excellent communicator ensuring that customers receive a friendly, efficient and responsive service.
- Pack, weigh, measure and book-in outgoing deliveries to include new products purchased by customers or their existing stock held at GH Display.
- Check the main GH Display email account, clearing out spam, sales emails and generally keeping it clear.
- Respond to delegated website/email enquiries.
- Greet customers who come into our premises to view products or discuss their requirements.
- Log enquiries and orders on the various IT systems ensuring that supplies are ordered and tracked when relevant.
- Monitor the order process using the IT systems and ensure orders are processed and dispatched on time.
- Manage orders placed with suppliers to ensure materials are received in time to deliver customer orders.
- Support colleagues to increase the sales turnover across all our current (and future) products and services including; exhibition stands, printed graphics, custom displays, office branding, furniture hire, exhibition equipment storage, exhibition transportation and installation, event branding and portable displays.
- To make outbound calls to existing client database and lead generation software (Canddi or other) to generate sales.
- Managing client's expectations through the sales process and a high level of customer service.
- Keeping up to date with new products and communicating them to customers.
- To communicate effectively with colleagues and customers.
- Be willing to learn new software / equipment and attend training as and when required for the business.

- To maintain a clean, tidy and safe working area.
- To effectively manage your own time, priorities and workload.
- To conduct yourself and carry out any work for the business in line with GH Display policies and procedures.
- General office support to the team and to complete any other tasks that are deemed as reasonable.
- **Date job description updated:** May 2019