

Sales Administrator

 Nottingham, NG4
 23,750 - £25,000 per annum

www.NSG.com

www.Pilkington.com/Careers



WHO ARE WE?

The NSG Group is a global leader in glass manufacturing in three business areas: Architectural, Automotive and Technical Glass. Our mission is to be the global leader in innovative high-performance glass and glazing solutions, working safely and ethically.

THE ROLE

A permanent vacancy has arisen for a Sales Administrator within the Customer Services Team based at Pilkington Nottingham. The role will report direct to the Customer Services Manager.

The purpose of the role is to support the current office team at our Nottingham branch and help maintain and improve customer service. The jobholder will work as part of a team and will have responsibility for delivering excellent customer service in all aspects of the job role.

The main responsibilities are:

- Provide a welcome and timely response to customer queries via telephone and email.
- Provide order confirmations, proof of delivery documentation and other post-order communication as requested.
- Contribute to the receipt, processing and delivery of all orders for Pilkington Nottingham with high levels of first-time accuracy and ensuring professional and appropriate communications on all order-related matters.
- Work with the Customer Services Manager to receive, process and resolve all customer claims and complaints through the claims and complaints management system, ensuring professional and appropriate communications on all complaint-related matters.
- Work with Sales and Operational teams to achieve Profit, Price Targets and Volume, for the Merchandising Sector.
- Monitor customer ordering patterns
- Capture customer enquiries and liaising with Sales Representative to identify sales and marketing opportunities.
- Achieving lead time targets for order processing to release to distribution and for enquiry handling.
- First time accuracy of transactional processing including sales orders and claims.
- Handle queries, enquiries, approved product sample and literature requests, complaints and claims and resolving them within agreed timescales
- Ensure customer logistics data (delivery requirements etc) is maintained accurately.
- Coordinate communications with customers and internal and external departments
- Ensure that deliveries are scheduled and communicated in line with despatch capabilities
- Sales administration (order entry)
- Cash / Credit Card Sales where required
- General office administration, including SAP process, maintaining daily work records as per Pilkington requirements
- Communicate and cooperate with management on all Health & Safety issues.



WHAT ARE WE LOOKING FOR?

You and your Skills

- Possess effective communication skills and demonstrate the ability to communicate at all levels with both internal and external customers. A friendly and outgoing person would be well suited to this role.
- Able to organise and prioritise workloads to meet deadlines
- Have the ability to identify issues requiring timely resolution
- Have the ability to work under pressure either on their own initiative or as part of a team
- Experience of using SAP or other similar business system would be an advantage but is not essential as full training will be given.

Benefits

- 37.5 hour per week, Monday-Friday
- 22 days holiday per annum plus declared public holidays
- Company Bonus Scheme – based on business targets and not guaranteed
- People's Pension Scheme
- Free car park
- Cycle to work scheme

We give everyone an equal opportunity to contribute to their full potential and harness the richness of ideas.

If you believe you can take on the challenge, we very much want to hear from you. [Click here to apply.](#)

Please visit our [website](#) for further details.