

<b>Role</b>	<b>Role: Internal Sales Administrator.</b> <b>Location: Jigsaw Systems Ltd, Nottingham.</b> <b>Permanent position, 37.5 hours per week.</b> <b>Working times: 09:00 – 17:30.</b> <b>Reporting to: Internal Sales Manager.</b>	
<b>Scope</b>	<ul style="list-style-type: none"> <li>• Jigsaw24 are the UK's premier Apple reseller. We're also growing into one of the leading providers of core and specialist IT hardware, software, installation and support services to the broadcast media and entertainment industry.</li> <li>• Ensuring that our customers receive an insanely great customer experience is incredibly important, therefore our internal sales administration is key.</li> <li>• We are looking for a friendly, outgoing and organised person with great communication skills.</li> </ul>	
<b>Key components of the role</b>	<ul style="list-style-type: none"> <li>• Processing credit card orders that come in via the web and the sales team.</li> <li>• Answering and making calls to new and existing customers.</li> <li>• Replying to customer emails.</li> <li>• Doing daily CRT claims for the sales team.</li> <li>• Providing customers with ETAs on their orders.</li> <li>• New customer onboarding (call backs).</li> <li>• Processing orders for project customers.</li> <li>• Processing standard purchase orders.</li> <li>• Processing the daily GP report.</li> </ul>	
<b>Interaction with other areas</b>	<ul style="list-style-type: none"> <li>• Customers – dealing directly with customers via email and the telephone.</li> <li>• Finance – liaising with the accounts team on credit card orders.</li> <li>• Sales – ensuring the sales team is up to date on projects; provision of general day to day cover.</li> <li>• Purchasing – providing information on customer orders.</li> <li>• Dispatch team – declined payments in the warehouse.</li> </ul>	
<b>CANDIDATE PROFILE</b>		
1	Experience	<ul style="list-style-type: none"> <li>• Two years' experience in administration or customer service role in a business to business environment.</li> <li>• Experience using CRM systems and the ability to learn new systems.</li> <li>• Solid knowledge and understanding of customer services.</li> </ul>
2	Skills	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills, with the ability to keep calm in a pressurised environment.</li> <li>• Strong written and oral communication skills at all levels.</li> <li>• Keen eye for detail.</li> <li>• Proficient IT skills, with the ability to learn new systems quickly. MS Office (Outlook, SharePoint).</li> <li>• Ability to quickly learn and retain knowledge with regards to processes.</li> <li>• The ability to work in a busy and pressurised environment.</li> </ul>
3	Approach to work	<ul style="list-style-type: none"> <li>• Professional, friendly and enthusiastic attitude, with a desire to provide great customer service.</li> <li>• Strong work ethic, hard working, structured and organised, with and a keen eye for detail.</li> <li>• Ability to learn new skills and 'think outside the box' to offer achievable solutions under pressure.</li> <li>• Always demonstrate a professional manner when dealing with customers and internal staff.</li> <li>• Must be a team player with a willingness to help others and fit in to the Jigsaw24 culture.</li> </ul>