**Role Description & Person Profile**

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| Job title: | Sales Order Processing Operative |
| Reports to: | Head of Sales Order Processing |
| Location: | Monmouth Office |
| Direct & Indirect Reports: | N/A |
| Role Overview | To ensure all customers are serviced professionally, efficiently, accurately and in a timely manner |
| Key Responsibilities: | * To process all orders (received via email, phone or internal) in a timely manner * To communicate with customers (external and internal) in a professional manner * Answering the main phone line, directing calls accordingly * Completing housekeeping activities on a daily basis including sales invoicing, voucher processing, sales order status report, entering credit card payments, end of day updates * To assist with the accurate and efficient processing of scheme stocktakes |
| Budget Responsibility: | N/a |

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| **Person Profile/Knowledge**  Experience, any formal qualifications and necessary keys areas of knowledge or experience. | | |
| **Essential** | | **Desirable** |
| Excellent telephone manner | | Experience using Sage 200 |
| Excellent team working skills | | Previous experience in an office based role |
| Excellent attention to detail | |  |
| Excellent numeracy skills | |  |
| **Key Behaviours** | * Friendly and approachable * Flexible and prepared to work as part of a team * Can do attitude * Positive outlook | |
| **Other Factors**  Travel, shift pattern, working hours, Licence type etc. |  | |