**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
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| 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
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| **Other Factors**Travel, shift pattern, working hours, Licence type etc. |  |