**Role Description & Person Profile**

|  |  |
| --- | --- |
| Job title: | Sales Order Processing Operative |
| Reports to: | Sales Order Processing Team Leader |
| Location: | Monmouth Office |
| 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
 |

|  |
| --- |
| **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
 |