

**Role:** Sales Administrator  
**Department:** Commercial  
**Salary:** From £19,582 per annum  
**Responsible to:** Solutions Manager

### Job Purpose:

Provide an effective and comprehensive service to assist the sales team in the marketing and sales of traded services provided by the Cantium Business Solutions, ensuring high levels of customer service with solutions that meet the customer's needs.

### Main duties and responsibilities:

- Lead on administration of sales opportunities, customers records and quotations. This will require the inputting and maintaining data in our CRM system (Salesforce) and Quotation system (Quotewerks).
- Answering a variety of sales enquiries from customers via email or telephone, providing a professional customer-facing approach. Liaising with the Solution Consultants to ensure the enquiries are dealt with efficiently and in a timely fashion.
- Lead on following up quotations sent to customers and updating the CRM system accordingly.
- Assist with the administration of the Service Now System, processing requests from the Commercial department to other Cantium departments.
- Assist in supporting in the Solutions Requests Officer by prioritising enquiries and quotation requests. Monitoring of shared email inboxes ensuring we respond and acknowledge customers within the agreed SLA's.
- Establish and maintain good working relationships with internal colleagues, managers and staff and external customers, clients and suppliers, through e-mail, telephone, offering advice and information.
- Use appropriate office systems and practices to a competent and consistent standard, applying any agreed changes informed through training and team briefings to improve efficiencies of the team and response times to deliver a customer focus service.
- Any other duties consistent in nature with those outlined above.

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## Cyber Security and Risk Management responsibilities

- As an employee of Cantium Business Solutions you are required to complete regular mandatory training in relation to Cyber Security and Risk Management and continually ensure your knowledge is kept up to date.
- All Cantium employees have a responsibility to protect the confidentiality, availability and integrity of personal data that is processed by Cantium, as well as a responsibility to report any data disclosed in error.

## Description of Business

The Company is dynamic and agile and is built on a new service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and will reinforce the company’s reputation for delivering high quality back-office services to its customers.

## Person Specification

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to Level 2 qualification.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Office administration experience.</li> <li>• Experience of large database administration.</li> <li>• Experience in using Microsoft Excel &amp; Microsoft Word. · Working in a customer facing environment.</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Good communication and systems skills.</li> <li>• Ability to establish and maintain good partnership working with managers and colleagues.</li> <li>• Clear and confident in communicating with colleagues and customers.</li> <li>• Ability to be accurate and pay attention to detail.</li> <li>• Ability to deliver to tight deadlines and work under pressure.</li> <li>• Ability to carry out work and tasks with a customer focus approach.</li> <li>• Ability to learn quickly, be organised and contribute to effective changes to processes.</li> <li>• Ability and willingness to participate in BSC related projects.</li> <li>• Good numeracy and IT skills, including Excel and Word.</li> <li>• Good team player and ability to work on own be self- motivated and apply initiative.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of how to use IT applications and knowledge of the Microsoft Office package, including; Outlook, Word, and Excel. Awareness of the importance of confidentiality and data security.</li> </ul>

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