



JOB TITLE: Sales Administrator

LOCATION: Brandon

REPORTS TO: General Manager - Aggregates

RESPONSIBLE FOR: Logistics and administration

INTERACTS WITH: General Manager - Aggregates, Head Office and Site Administration staff, Leadership Team, Customers and Suppliers

HOURS OF WORK: 37 ½ hours per week, primarily 0830 – 1700 Monday to Friday with an hour's unpaid break.

DATE OF ISSUE: February 2022

JOB PURPOSE

Reporting to the General Manager - Aggregates, the job holder will need to build strong relationships with external customers and hauliers to ensure customer service and satisfaction levels are kept at the highest possible level, whilst keeping an objective and balanced view that O.C.O is achieving 'best value'.

A close working relationship with the leadership and administration team is vital to ensure that all administration, sales records, and haulage reports are processed and maintained in an accurate and diligent manner.

The role will, by its very nature, expose the individual to a high level of confidential information which needs to be treated and maintained with the upmost confidence.

KEY DUTIES

- Deliver excellent customer service at all times.
- Maintain and record all inward and outward deliveries to and from the sites and checking and verifying against various supplier invoices. Whilst some systems already exist for recording deliveries, these need to be consistently reviewed, improved, and standardised as appropriate.
- Act as the first point of contact for customer and hauliers invoice/statement queries and if, unable to resolve these, forward them to the appropriate person.
- Arrange haulage for customers when they order materials in conjunction with TSM.
- Assist the General Manager - Aggregates with generating customer quotes including TSM's.
- Assist the General Manager - Aggregates and TSM's in the production of various monthly reports for the Leadership Team and O.C.O Board.
- Deal effectively and efficiently with customer/haulier complaints.
- Set up and maintain new customers/haulers on the Company's sales and accounts systems.
- Organise schedules and accommodation for Sales team.
- Develop good working relationships with external stakeholders and suppliers in a professional manner to ensure the best interests and reputation of O.C.O are preserved and enhanced.
- Maintain a high level of awareness within the site for Health, Safety, Welfare and Security matters



ISO 9001
ISO 14001
OHSAS 18001

Certificate Number 11259

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and in this respect, lead by example and take a proactive approach.

- Other duties, such as ad-hoc projects, as dictated by the General Manager - Aggregates and within the skills and knowledge of the jobholder will be expected from time to time.
- A willingness to learn new skills and to provide holiday and sickness cover as and when required.
- Raise purchase orders for haulage, APCr consignment notes and others where necessary
- Distribution of duty of care notes to customers as appropriate
- Work in conjunction with the accounts team to generate invoices for aggregates and APCr and send to customers.
- Working with the sales team, maintain the sales database for APCr, M-LS and Haulage customers
- Act as first point of contact for our block plant customers when placing their orders, create and distribute the schedule for production
- Help organize and attend trade shows.

SKILLS / EXPERIENCE

Essential

- The ability to demonstrate strong communication and people skills.
- Communicate clearly and concisely at all times, both in writing and verbally, with high importance placed on providing excellent customer/supplier service.
- Accurate, diligent, organised, and conscientious.
- Being able to keep certain tasks and information confidential and private.
- Willingness to be innovative, work under their own initiative, with strong organisational skills,
- Being able to plan, prioritise and organise various tasks at the same time.
- Sound judgment skills with a rational and flexible approach to work.
- Must demonstrate deductive reasoning, analytical thinking, and problem-solving skills.
- Computer literate with a high level of numeracy and literacy skills and proven experience with the various Microsoft Office applications.
- Self-motivated and a willingness to learn new skills.
- Able to demonstrate a good and positive attitude towards Health and Safety.

Desirable

- Knowledge of the waste and aggregates industry.
- Experience in accounts administration and purchase ledger.
- Experience of logistics or haulage