



Sales Support/Customer Service Administration.

About Safetynet Solutions.

Safetynet Solutions are a manufacturer and supplier of visitor, contractor, and staff identification.

We are recognised as the pioneer of software solutions for the visitor management marketplace and supplement this with a full range of in house printed solutions, accessories, and consumables.

Alongside our comprehensive printed paper offering is our core visitor management solutions SkyVisitor. This market leading software is unique and technically innovative, it encapsulates all our knowledge in the visitor management market to provide a scalable, easy-to-use visitor management system.

Overall Purpose of Role.

We are looking for a positive and well organised individual with a can-do attitude who has an interest in developing their sales support and administration skills.

The position offers a wonderful opportunity to learn a huge amount within a dynamic and fast-growing company and gain experience across sales and administration.

Responsibilities of the Job.

- Processing quotations and sales orders from sales teams, website, partners or trade channels.
- Inputting new sales leads.
- To be able to speak with existing and potential customers confidently as well as being able to listen to their needs via incoming and outgoing phone calls. This maybe of a sales nature, dealing with the general enquires to resolve issues, being able to proactively chase approvals and confirming client specifications (purchase orders/artwork).
- Process general customer service enquires in an organised and timely manner.
- Send out welcome packs and acknowledgement of contract correspondence to all customers for all new and existing customers.
- Generation of returns and credit requests.
- Update the CRM system via data input so accounts are showing the correct information.
- Work actively with other departments to ensure the sales processing is followed in accordance with current procedures and policies.
- Provide additional administration support as and when required as part of the sales process including accounts administration.
- To identify and make recommendations for improvements to current working practices as required.



Requirements of the role.

Education:

- Minimum of A Level/Diploma.

Experience:

- 3 year's minimum administration experience.

Skills:

- Strong Microsoft Office skills: Email, Word and Excel.
- Knowledge of CRM is desirable.
- Excellent written and verbal communication.
- Customer focused.
- Good commercial awareness.
- Attention to detail.
- Prioritise own workload.
- Problem solving.
- Ability to work in a paced environment.

Personal Skills:

- Self-motivated.
- Team player.
- Flexibility.
- Can use own initiative.
- Time management.
- Organisational skills.

Package Information.

Working Hours:

- 37.5 hours a week, Monday to Friday (9.00am – 5.00pm).

Job Type:

- Full time, permanent.

Location:

- Crewe, Head Office.