**Sales Administrator – Rugged Interactive**

Based in Bristol at Future Space, BS34 8RB

Hybrid working 2-3 days in the office and remaining are work from home

**Role Summary**

* Sales administration - talking to customers and clarifying what they want to order, and then helping them to place the order and then overseeing it internally, through to delivery to the client and aftercare
* Creating invoices for all sales transactions
* Placing production orders order with our factory and keeping everything on track
* Following up on expected orders, liaising with customers over the phone at every stage to maintain customer service levels
* Supporting a small sales team of 3-4 people. This may include helping to book flights/accommodation or supporting them whilst they are on the road
* Logging all activity on our CRM system and keeping customer databases up to date
* Liaising with the customer, your colleagues in Bristol and the head office and factory in Cornwall
* Help with other general office administration tasks e.g. ordering office items
* Potentially assist with marketing tasks and/or organising our trade show activity
* Generally helping RI to keep growing by doing whatever is needed ‘for the cause’

**About You**

You’ll be:

* Great at talking to people on the phone – communication with customers is key
* Good at building friendly, trusting relationships with regular customers
* Able to write professional but friendly emails to customers
* Very well organised and good at following a process, keeping records and generally being ‘on the ball’ / good with detail
* A true team player – we’re very collaborative, as challenges are often best overcome together, and communication is everything
* Friendly, outgoing, and positive with a ‘can do’ attitude
* A problem solver, keen to own a problem and see it through to resolution
* Experienced with office tools: using Microsoft Word, Excel and Outlook are essential
* Capable of quickly learning our online CRM system (Pipedrive) for order management
* Able to use your initiative and prioritise your own workload
* Good fun – we think a sense of humour is essential for good team working
* Flexible, open to change (fast growth means things change quickly – in a good way)
* Comfortable with multi-tasking and managing a number of projects at one time

Ideally:

* You’ll have at least 3 years’ sales administration, customer service or commercial experience
* You can speak/write in other languages such as German, French or Spanish (including English) – we work globally so this could be a huge benefit
* You’ll have an interest in sport and exercise with a competitive spirit - after all, it’s at the core of what we do

Qualifications:

* Good academic results up to at least A-level standard, including Maths/English GCSE grade C or above
* Fluent in English (written and verbal)
* Proficient PC skills including Word, Excel, PowerPoint as a minimum

Working hours:

* Part time: Min 25 hrs/week (5 hours each day). Full-time would be considered