

## ROLE PROFILE

<b>Role Title</b>	Sales Co-ordinator
<b>Reports to</b>	Sales Manager
<b>Location</b>	Milverton, with regular travel to meet customers or attend events
<b>Department</b>	Sales and Business Development
<b>Purpose of the role</b>	Deliver a high-quality sales service to customers across a variety of sectors and business sizes
<b>Key internal contacts</b>	All departments
<b>Key external contacts</b>	<ul style="list-style-type: none"> <li>• Customers</li> <li>• Hauliers and couriers</li> </ul>
<b>Job description</b>	<ul style="list-style-type: none"> <li>• Confidently communicate the range of products and services offered by Organic Herb Trading to customers, maximising opportunities for sales and collaborative working</li> <li>• Communicate with customers by phone, email and face-to-face to understand their specification, delivery and forward stock planning requirements</li> <li>• Quote for bulk quantities, customer-specific blends and bespoke-sourced products, to optimise margin</li> <li>• Manage customer-specific blend projects end to end, liaising with customers and across all departments to deliver the project successfully</li> <li>• Work closely with Finance to ensure all parameters for customer credit are adhered to</li> <li>• Work closely with Purchasing &amp; Stock Control to ensure customer-specific forecasts and requirements are understood and incorporated into ordering plans</li> <li>• Work closely with Quality, particularly on customer-specific product specifications for raw materials and blends</li> <li>• Work closely with Operations to ensure customer orders are dispatched on time and in accordance with any customer-specific requirements</li> </ul> <p><i>This Job Description is not an exhaustive list of duties; but is intended as a general indication of the range of work undertaken and will vary in accordance with the changing demands of the business.</i></p>
<b>Preferred knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Sales, quoting or customer account management experience</li> <li>• IT skills, particularly Excel, Word and Sage</li> <li>• Knowledge of herbal products and the organic sector</li> </ul>
<b>Qualities and attitudes</b>	<ul style="list-style-type: none"> <li>• Honest and reliable</li> <li>• Works successfully with others and contributes to a joint result</li> <li>• Communicate clearly, concisely and respectfully with everyone</li> <li>• Organise and prioritise workload to meet deadlines</li> <li>• 'Can do' attitude, responds well to change</li> <li>• Professional and represents the values of the business</li> </ul>
<b>Hours of work</b>	36.5
<b>Date reviewed</b>	June 2022, Sales and Business Development

**Please sign below in acceptance that the above job description is a true reflection of your role:**

Print Name:	_____
Signature:	_____
Date:	_____