

ROLE PROFILE

Role Title	Sales Co-ordinator
Reports to	Sales and Business Development Manager
Location	Milverton, with regular travel to meet customers or attend events
Department	Sales and Business Development
Purpose of the role	Deliver a high-quality sales service to customers across a variety of sectors and business sizes
Key internal contacts	All departments
Key external contacts	<ul style="list-style-type: none"> • Customers • Hauliers and couriers
Job description	<ul style="list-style-type: none"> • Confidently communicate the range of products and services offered by Organic Herb Trading to customers, maximising opportunities for sales and collaborative working • Communicate with customers by phone, email and face-to-face to understand their specification, delivery and forward stock planning requirements • Quote for bulk quantities, customer-specific blends and bespoke-sourced products, to optimise margin • Manage customer-specific blend projects end to end, liaising with customers and across all departments to deliver the project successfully • Work closely with Finance to ensure all parameters for customer credit are adhered to • Work closely with Purchasing & Stock Control to ensure customer-specific forecasts and requirements are understood and incorporated into ordering plans • Work closely with Quality, particularly on customer-specific product specifications for raw materials and blends • Work closely with Operations to ensure customer orders are dispatched on time and in accordance with any customer-specific requirements <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>
Preferred knowledge and experience	<ul style="list-style-type: none"> • Sales, quoting or customer account management experience • IT skills, particularly Excel, Word and Sage • Knowledge of herbal products and the organic sector
Qualities and attitudes	<ul style="list-style-type: none"> • Honest and reliable • Works successfully with others and contributes to a joint result • Communicate clearly, concisely and respectfully with everyone • Organise and prioritise workload to meet deadlines • 'Can do' attitude, responds well to change • Professional and represents the values of the business
Hours of work	36.5
Date reviewed	June 2021, 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:	_____