

Job Description

BASIC FUNCTIONS:

This is an entry-level position in Sales Administration that is responsible to effectively manage all administrative duties for their Account Manager/s, including follow-ups with customers, quotes, orders, visit preparation, etc. To serve as the main internal point of contact for all customers assigned to the Account Manager/s. To provide excellent service & support to customers
To provide the necessary administrative support to Account Manager/s

QUALIFICATIONS:

- Relevant Degree or Diploma (statistics)

SKILLS:

- Computer literacy in MS Office including Outlook, Excel, Word and PowerPoint
- Strong organizational skills
- Strong written and verbal communication skills
- Good attention to detail.
- Basic development skills

ACCOUNTABILITIES:

- Take ownership of customers assigned to AM iro of all their administrative requirements
- Deal with customers' requests and liaise with other departments if necessary, to achieve a resolution to the customers' request.
- Respond to a range of customer service email, fax, internet and postal enquiries.
- Proactively contact customers to ensure that any query raised has been completely resolved to their satisfaction
- Identify and suggest improvements to new and existing procedures / systems
- Record each customer interaction via the CRM system.
- Attend product, technical, PeopleSoft and prescribed training as arranged from time to time.
- Stay up to date with relevant product, technical and PeopleSoft knowledge
- Process assigned Customer Orders.
- Process non-stock movement credits that are due on Customer Accounts
- Conduct subscription maintenance on Customer Accounts.
- Prepare electronic credit paperwork and submit to Regional Office Supervisor
- Customer Relationship Building
- Interact with customers by phone, email, and in person.
- Update Customer details on PeopleSoft and CRM on a regular basis.
- Regularly confirm that customers' billing account setup and subscriptions are correct.
- Encourage feedback from customers regarding LN products and service so as to identify opportunities for new products and new markets.
- Sales Support for Account Manager/s
- Process quotations
- Attend to walk-in customers.
- Manage process of customer returns to the Warehouse.
- Produce Customer Spend Reports
- Communicate to the Account Managers the trial access expiry for trials

- Accompany Account Managers on Customer visits, as required
- Reconcile the Sales Diners Expenditure (monthly)
- Record expense claims onto PeopleSoft
- Pre visit Assistance: Assist Account Manager with compilation of customer activity & data
- To review the monthly commission report from Rose and confirm all orders processed have been recorded correctly
- All other duties as assigned