

Job Description

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| Position: | DFI Sales Office Administrator |
| Name: | |
| Department: | DFI Sales Office |
| Reporting to : | European Head of Customer Services |

Job Function:

To contribute to continuing growth of Designflooring International. To bring further language skills to the Department. To assist with increased administrative workload. To liaise with new European customers and other new markets.
Providing excellent customer service

Main Duties:

First point of contact for German/English speaking Sales Line within DFI Customer Services

Administration

- Answering customer queries in a timely manner
- Processing Fax, Email, Telephone orders from customer/Reps
- Responding to general queries and stock enquiries
- Raising and expediting sample and Point of Sale (POS) requisitions
- Sales order processing, chasing, completion
- Track and chase orders and their respective deliveries for customers and Sales force. Liaising with warehouse and despatch staff.
- Process Sales return orders
- Proactively ensure all orders are released by filtering and checking own work cases
- Checking prices lists and using correct product and price coding
- Check stock levels for every order and inform customers/Sales force where shortage or delay
- Adding notes for cases entered into Business Central for internal and auditing purposes, as and when applicable (stock-, delivery-, reservation-issues)
- Process leads and separate between commercial and residential within internal guidelines (weekly)
- Proof-reading translated documentation for accuracy (when required, report any such requests to manager)
- Liaise with Warehouse regarding alternative transport when issues with deliveries, or express delivery requested
- Request quotes for special deliveries and communicate these with relevant parties and obtain approval for such deliveries from manager
- Logging customer issues/complaints into CRM accurately and report these to management as they are recorded.
- End of day/month processes - assign any received Emails at end of day - filter for open orders and release where applicable - move open orders at end of month to following month where required

Organisation

- Updating (CRM) Customer Relationship Management system
- General administrative duties as and when required for Designflooring Management and staff - occasionally

Communication

- Answering telephony enquiries from clients and Sales force
- Calling potential customers, qualifying leads and appointment making for Sales Representatives
- Assisting retailers and new customers with product information, cleaning and maintenance advice, installation information as and when required and where relevant refer them to the Sales Reps
- Work closely together with Technical services to resolve issues as quickly as possible
- Assist Sales force team with CRM where required
- Communicate and liaise with Credit Control team in matters arising from payment issues with customers
- Request release of Credit control held orders/Pro-forma orders
- Personal development awareness - raise own and training needs to management
- Identify training requirements for personal needs, Sales team to management
- Identify and highlight potential system changes for improvement and development

Month End Duties:

In the run up to month end

- Check all 'open' orders and release where applicable/amend delivery date into next month if they cannot be released
- Ensure no loose ends for close of Business end of month

Systems:

Business Central
CRM (Customer Relationship Management)
PCS60 Telephony System
Outlook
Windows Excel
Windows Word
Internet Explorer

Person Specification

- Languages required fluent German and English, in addition Spanish would be a bonus
- Excellent customer service experience.
- Must be committed to providing excellent service to all contacts.
- Excellent communication skills, written and verbal.
- Must be able to act in a professional manner at all times.
- To be able to work well on own initiative as well as being a key team player.
- Able to work effectively under pressure in a fast-paced environment.
- The ability to organise and prioritise workload is essential.
- Needs to be highly motivated and has a desire to perform to the best of their ability on a daily basis.