

Role: Temporary Sales Admin Assistant

Reporting To: Senior Sales Administrator

Department: Sales Support - Norwich Office

Contract: Full-time, temporary – 6 months (Mon-Fri 9am – 5pm)

Salary: £17-18 000 per annum

Benefits: 5 weeks' holiday pro rata plus paid Bank Holidays & additional day for your Birthday if this falls within the 6-month contract time period. You will also be paid for any Bank Holiday days during the 6-month contract. Pension scheme.

About us

Operating in the UK since 1993 QMS International provides professional consultation and support for Organisations that require a hassle free and cost-efficient route to ISO Certification. We have proudly been delivering internationally recognised Management Systems for 25 years, with the aim of 'making businesses better'. Our growth plans are ambitious and we're part of the private equity owned Citation Group. Our customer base has grown significantly over the past few years and this growth will continue – that's where you come in.

Role & Responsibilities

To provide administrative support to facilitate onboarding of new customers in a timely, accurate manner from point of sale through to booking of the initial consultancy visit through preparation of file checks.

To provide feedback / guidance to the sales team relating to error in contract and other associated customer paperwork in relation to above.

Key skills:

- Resilient, adaptable, strong organisation skills with the ability to multi-task / prioritise appropriately
- Strong numeracy skills
- Strong data accuracy
- Time oriented
- Excellent verbal and written communication skills
- Strong interpersonal skills
- Attention to detail
- Ability to work autonomously
- A team player with high level of dedication
- Strong Word, Excel knowledge
- Salesforce knowledge a distinct advantage
- Knowledge of ISO Certification advantageous, but not essential

Responsibilities include:

- Handling internal and customer queries via telephone and email.
- Provide administrative support to ensure that QMS products sales file checks are completed in a timely manner in line with QMS internal procedures to enable onboarding process for new customers ie. preparing customer files ready for booking of appointments.
- Work with Sales Administrator to resolve any queries associated with above.
- Confirm data accuracy by cross checking contract values with current Price Books.
- Contact clients to obtain missing information stopping the file check process and provide support re. any queries.
- Where required, Issue letters of intent to customers after sales have been approved.
- Conduct pre-sale calls / associated follow up calls and emails to customers or BDMs in a timely manner.
- Managing customer accounts from sale through to point of booking ensuring a smooth customer journey.
- Maintain a high level of customer service and data accuracy.
- Use system process knowledge to handle all queries
- Timely follow up of any outstanding queries

Company interests

You will use your best endeavours to ensure that the Company interests are promoted in the most positive manner. This includes but is not limited to;

- Portraying the Company in a positive way to internal and external parties
- Taking steps wherever possible to ensure the company maximises sales
- Considers Company financial performance when committing to any spend on behalf of the Company.

Company Values

We're proud of our culture and values, colleagues are expected to demonstrate our values in the day to day delivery of their roles.



Please note: While we endeavour to respond to all applications, if you have not heard back from us within 3 weeks of applying, your application has not been successful on this occasion. Applicant details will be kept on file for 12 months.