

Task	Description
	<ul style="list-style-type: none"> • Work with Citation sales support team and BDC's to resolve any queries associated with Citation BDM sales. • Contact clients to obtain missing information and provide support for their queries • Where required, issue letters of intent to customers after sales have been approved. • Providing accurate pricing support to Citation sales team for multi-site and complex sales. • Work with the Senior Sales Administrator to identify quick wins / improvements in Salesforce in terms of process improvements and data accuracy. • Respond to internal reporting requests i.e. providing data and relevant information. • Problem solving, identifying customer issues and providing solutions within contract terms. • Highlighting inefficient working practices with sales administrator to improve processes and practices to enhance the customer experience and aid the company to work more efficiently. • Maintain a high level of customer service and data accuracy. • Provide adhoc support when required to ensure that sales files are checked and prepared for consultant appointments. • Stay up-to-date with new products and features • Use system process knowledge to handle all queries • Timely follow up of any outstanding queries
Skills/Requirements	<ul style="list-style-type: none"> • Resilient, adaptable, strong organisation skills with the ability to multi-task / prioritise appropriately • Strong communication, accuracy and numeracy skills • Time oriented <p>Excellent verbal and written communication skills</p> <ul style="list-style-type: none"> • Attention to detail • Previous experience of process development; logical thinker • Ability to work autonomously

Task	Description
	<ul style="list-style-type: none"> • A team player with high level of dedication • Meeting deadlines • Computer literate; previous experience of working with salesforce an advantage • Reporting skills; excel knowledge essential • Salesforce knowledge a distinct advantage • Knowledge of ISO Certification advantageous, but not essential
Company Interests	<p>Use best endeavours to ensure that the Company interests are promoted in the most positive manner.</p> <p>This includes, but is not limited to: -</p> <ul style="list-style-type: none"> ▪ Portraying the Company in a positive way to internal and external parties ▪ Taking steps wherever possible to ensure that the Company maximises sales ▪ Considers Company financial performance when committing to any spend on behalf of the Company