

**Role Title: Internal Sales Administrator**

Reports to: Business Support Manager/Technical and Operations Manager

**Role Purpose:**

- To provide essential administrative support to the Trojan team, enhancing customer and supplier satisfactions, ensuring smooth operations and contributing to the efficient functioning of the sales and accounts team in a successful lighting manufacturing business.

**Key Accountabilities:**

- Sales Support - assisting the team with administrative tasks such as preparing quotes, processing and tracking orders, ensuring timely deliveries and updates.
- Order Management - managing relevant documentation and ensuring Exact is up to date.
- Customer Service - handling first line customer and supplier enquiries and liaising between the team to ensure alignment and efficient workflow.
- Sales coordination – communicate with various areas and suppliers to ensure seamless operations.
- Process improvement – Identify and suggest improvements to processes and customer service procedures.
- Product knowledge - keeping informed about current projects and key contacts.
- Office management in general with paperwork management, filing, stationary orders.

**Job Specification:**

- Previous experience in a sales administration role.
- Previous experience within the lighting or manufacturing industry is desirable.
- Proficiency in Microsoft office (Word, Excel) and use of CRM software, Sage, Xero or a similar system.
- Excellent verbal and written communication skills.
- Strong organisational skills and multi-tasking abilities.
- Keen to problem solve and use initiative.

**Working Conditions:**

Full Time Role 39 hours per week.

**Salary:**

Starting salary dependent upon experience..

**Company Benefits:**

- Pension scheme
- IT equipment plus work mobile
- 25 days holiday (excluding bank holidays)

**To Apply**

Send a cover letter and CV to [accounts@trojan-lighting.co.uk](mailto:accounts@trojan-lighting.co.uk) referencing the job title.