https://www.countrywidehealthcare.co.uk/job/customer-sales-advisor/

Customer Sales Advisor

Hiring organisation
Countrywide Healthcare

Employment Type
Full-time

Industry
Healthcare

Job Location
National Distribution Centre, Ferrymoor Way, S72 7BN, Barnsley, South Yorkshire

Working Hours
Mon to Fri 9am-5pm

Date posted
March 23, 2023

Description

Based in the Barnsley area for over 25 years, Countrywide Healthcare are the leading specialist of healthcare consumables and equipment to the care sector and public. The business has an unrivalled reputation and has enjoyed fantastic sales growth to £35m in our last financial year.

Job Purpose

We are looking for a full-time Customer Sales Advisor to join our dedicated friendly team. The successful candidate will provide excellent support to our customer base predominantly via telephone and e-mail channels, processing sales orders, effectively handling customer queries and providing knowledge on our product range to support the customer in their purchasing decisions. Working hours are full-time office based Monday to Friday 9am-5pm.

KEY SKILLS

- Strong inter-personal skills both verbal & written
- Computer literate with experience of order processing systems
- Knowledge of Microsoft Excel is an advantage
- Customer focused
- Accuracy & attention to detail
- Minimum of six months proven sales/customer service experience
- Highly organised
- Being able to work as part of a team
- Friendly tactful personality
- Good timekeeping

Key Responsibilities

- Processing telephone and e-mail orders meeting an agreed target for accuracy/errors
- Handling customer enquiries by telephone and e-mail in a professional manner
- Managing queries to ensure that responses are provided in a timely manner to the customer
- Working with internal departments to find a resolution to any issues raised by the customer
- Providing and following up on sales quotations
- Actively selling promotions to customers as part of the call process and working as a team to achieve sales targets set for marketing activities
- Identifying sales opportunities
- Chasing customer backorders and updating customers on revised delivery dates
- Maintaining system information and filing of paperwork
- Supporting the external sales team and identifying possible sales leads
- General administration duties

Job Benefits

The position comes with a competitive salary and company pension scheme.

Contacts

To apply for this position please contact recruitment@countrywidehealthcare.co.uk and quote “Customer Sales Advisor” in the email subject.

No agencies please.