Are you currently in the building trade ideally from an office sales background?

We require someone for a hands-on role with prior knowledge of engineering and separator tanks (ideal not essential) responsible for sales admin and assisting with day to day business needs, being both reactive and proactive with business new and old.

**Job summary;**

* Day to day management of customers
* Order processing
* Call Handling
* Customer feedback organisation
* Administration of client requirements from front line through to invoicing
* Manage customer expectations, should service disruptions occur then fast service resolution is imperative
* To provide office based support for ClearWater, Bunded Tanks and Separators
* Mentor and provide training for new and existing staff as well as engage with both supply chain and customers to ensure service levels are achieved
* Ensuring that all relevant Company procedures are met in accordance with relevant Legislation and the Business Manual.

**Key Responsibilities include;**

* Provide exceptional customer service
* Manage the interface with selection of accounts, generating, reporting and maintaining contact with procurement teams and sites. Proactive management including phone contact as well as updating and maintaining systems along with ensuring documents are in place to allow the production a clean invoice.
* To maintain and provide all relevant information for Big Change system and utilise the benefits of the system with both order processing and CRM.
* Identify and action upselling and company cross-selling opportunities
* Manage the engineer's diary and route planning
* To grow the separators and bunded tank side of the business with the line manager
* Any other task as practicably requested by the senior Acumen management team.
* Attend relevant team meetings

Job Type: Full-time