

## Sales Administrator

Proportion - Highams Park, London, E4 9JG

### Summary

Role Number: PL1910

Salary: £18k - £20k

Weekly Hours: 37.5

Contract type: Permanent

APPLY

Proportion London is a global visual merchandising services company, designing and manufacturing high-quality, innovative display solutions for leading high-end and high street brands.

At Proportion, new ideas have a way of becoming extraordinary products very quickly. Bring passion and dedication to your role and there's no telling what you could accomplish.

We believe the people here at Proportion don't just build products—they create the kind of wonder that's revolutionized the visual merchandising industry. It's the diversity of those people and their ideas that encourages the innovation that runs through everything we create.

### Responsibilities

- Provide support to the Head of Client Services, and to step up to the role when required.
- Assist the Head of Client Services in the development of new processes.
- Process new and repeat orders for clients
- Conduct pre-sales and post sales service support to clients.
- Manage customer complaints and queries efficiently and in a timely manner.
- Meet with existing clients where necessary to aid problem solving and maintain an ongoing relationship.
- Offer alternative solutions where appropriate with the objective of retaining the client.
- Assist with project management of the critical path between the factory team and sales team for bespoke client projects.
- Share responsibility with the other administrator in looking after 'contact us', hire, quote sheet and any other shared work given.
- Help maintain an up-to-date database for the clients you work with.
- Attend client, production, sales and development meetings where necessary.
- Keep the team up to date with any issues that arise with client orders and products.
- Provide any ad-hoc reception duties e.g. answering the phone, sending and receiving post.
- Manage day-to-day communication with production, development, logistics and account teams.
- Undertake ad-hoc duties or responsibilities as needed or assigned by management or directors.
- Ensure company resources are used in an appropriate and cost-conscious manner.
- Meet KPIs set by your manager in the specified timelines.
- Use PPE/RPE as and when instructed, for the safety of yourself.
- Cover other members of the team when they are absent.
- Maintain strong attention to detail and performance under pressure and to tight deadlines.
- Promote excellent customer service at all times.
- Remain self-motivated to gain the knowledge necessary to perform your job to a high standard.

### Required Skills

- Excellent communication skills
- Strong attention to detail
- High level of accuracy
- Ability to organise and prioritise under pressure
- Ability to maintain confidentiality

- Excellent standard of written and oral English
- Ability to work on own initiative without supervision
- Ability to work effectively and supportively in a team
- Ability to be flexible to the needs of the business
- Precise and accurate organisation skills
- Ability to work to tight deadlines
- Proactive approach to work
- Ability to provide solutions to problems

## **Experience**

Essential:

- Experience of working in an office/administration environment
- Experience providing a high standard of service to all types of customers
- Experience in using Microsoft office programmes most importantly Word and Excel

Desired:

- Experience of working in a sales environment
- Experience in managing customer complaints
- Experience of sales support
- Experience of project management support

## **Equal Opportunities**

At Proportion, we don't just accept difference—we celebrate it, we support it, and we thrive on it for the benefit of our employees, our products and our community. Proportion is proud to be an equal opportunity workplace, committed to equal employment opportunity.

## **Application Process**

If this job role sounds right for you, please submit your CV via the 'Apply' button above, or email your CV to our HR Manager at: [melissa.cawston@proportion.london](mailto:melissa.cawston@proportion.london)