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| Employee Name |  |
| Job Title | Technical Sales Administrator |
| Line Manager | Senior Technical Sales Administrator |
| Supervising | N/A |
| Document Number | JD316 | Revision Date | 16.08.2022 |
| Based | Aberdeen Office  |

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| Job Purpose Summary |
| The Technical Sales Administrator will provide quotations for equipment and services primarily for Offshore division product sales in accordance with the business stream plan to meet the agreed performance targets in a manner consistent with good HSEQ practices. Where required the role will also include for provision for quotations and support to Fire & Safety Team as a whole  |

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| Key Responsibilities/Accountabilities |
| *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.** Provide customers with quotation and sales support in a timely manner by phone, email, post or tender as required
* Assisting customers with technical support queries relating to product.
* Acting as a client interface with regard to delivering a high level of customer care and a quality service commensurate with our accreditations
* Maintaining business stream revenue and gross margin targets
* Log and assist in addressing any customer care issues
* Expedite sales enquiries and log relevant supporting information
* Process sales orders on receipt of order from customer
* Present company in a positive light and display a ‘can do’ attitude
* Encourage customers to visit our facility and co-ordinate visits with field sales personnel and management
* Assist in the maintenance of accurate customer contact records
* Assist in marketing initiatives and exhibitions
* Raise and process purchase orders against customer sales requirements
* Liaise with key suppliers on technical queries, new product and promotion to target markets
* Attend supplier product training courses as requested
* Liaise with stores to consolidate orders where minimum order value exists
* Completion of enquiry and sales forms as per system, ensuring that records are completed accurately and correctly in a disciplined fashion
* Liaison with field sales and contract support staff
* Implement sales plans aligned with areas of business responsibility
* Prepare delivery note paperwork and certification for product sales orders
* Create and dispatch invoices for product sales electronically or by post
* Assist in the development and implementation of the companies E-Commerce platform
* Need for flexible working, with possible shift work.

HSEQ Responsibilities* Comply with Nucore Group’s HSEQ policies and procedures and ensure working practices are safe, always protecting the environment and Company reputation.
* Intervene, where possible, to prevent unsafe acts or conditions including stopping work where necessary. Restarting when it is safe to do so.
* Report any accidents, incidents or near misses and unsafe conditions, behaviours or acts to line management, or by using the Nucore Group observation card system.
* Ensure all personnel under your direct charge are suitably trained and competent to carry out the prescribed tasks and have read and understood RAMS issued to them, prior to starting work.
* Adhere to the controls described in risk assessments, RAMS and COSHH assessments, and highlight any shortcomings in the existing controls to line management.
* Visually inspect and check tools, equipment and plant which has been issued to you before use and report any deficiencies to line management.
* Correctly use PPE which you have been issued and inform line management when it is worn or damaged.
* Complete mandatory training as identified on the Nucore Group training matrix.
* On request, actively participate in audits and inspections.
* Actively contribute and work towards HSEQ goals, objectives, targets and initiatives
* Comply with client site safety requirements
* Ensure all waste handled is disposed of in a suitable manner.
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| Experience/Education/Training |  |
| Requirement | Essential | Desirable | How Assessed  |
| Education, Training, Qualifications: |
| Transportation of Dangerous Goods by Road |  | ✓ | DC |
| Transportation of Dangerous Goods by Sea |  | ✓ | DC |
| Transportation of Dangerous Goods by Air |  | ✓ | DC |
| E-Commerce experience |  | ✓ | CV/Int |
| Experience: |
| No previous experience required, will be given on the job training |  |  | CV/Int |
| Skills and Knowledge: |
| Computer literate in all Microsoft packages | ✓ |  | PR |
| Good communication skills in English (written and oral) | ✓ |  | PR |
| Team player, friendly and outgoing | ✓ |  | PR |
| Positive outlook | ✓ |  | PR |
| Attention to detail with a high level of accuracy | ✓ |  | PR |
| Ability to work under pressure | ✓ |  | PR |
| Flexible and well organised | ✓ |  | PR |
| Self-motivated with the ability to use own initiative | ✓ |  | PR |
| Articulate | ✓ |  | PR |
| Knowledge of marine and offshore safety equipment | ✓ |  | PR |

**KEY:**

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| **CV = Application Form/CV****JB = Job Records** **Int = Interview** | **Med = Medical Questionnaire****DC = Documentary Evidence (E.g., Certificates)** **PR = Performance Review**  |

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| The Person  |
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| Signed by Employee |  | Signed by Line Manager |  |
| Date |  | Date |  |