

JOB DESCRIPTION

Job Title: Sales Administration Administrator
Reports to: Sales Enablement Manager
Department: Sales
Hours of work: 37.5 hours per week
(between 8:30am & 5.30pm)

Objectives

To take responsibility for administrative tasks, projects and other office duties to enable the sales team to focus on pro-active sales activities. Ensure audit, GDPR and Data Protection compliance.

Responsibilities

- Manage work flow received via the Sales Administration email inbox, Ethernet Upgrade and Renewal email in box, and manage tasks in the DWS Central Computer system. Actioning on day of receipt.
- Action business as usual tasks in compliance with the Sales Administration Process Guide – there are 26 different types of tasks.
- Request pricing for Ethernet Upgrade/Renewal/PP, check the pricing is correct, inputting into the Quote Tool and submit to Sales to check and send to customer.
- New Partner On-Boarding Process: Manage new reseller customer onboarding completing pre-credit approval checks through to building and sending out contracts via EchoSign when credit approval given – 100% accuracy is required to comply with Data Protection and GDPR. Follow-up and alert sales teams if contracts are not signed and returned.
- Set-up Accounts in our DWS Central System, create new Reseller Portals for placing orders, raise task for sales to check set-up is correct (in order to comply with audit requirements). Send out Welcome Pack to partner with login and password details.
- Service Credits – check customer contracts to confirm credit due, and calculate value.
- Complete TAGS on telephone lines to identify what broadband services are available on the line, compile reports and send to sales.
- Complete monthly team statistics reporting.
- Support sales projects, promotions and activities as necessary.
- Carry out any 'ad hoc' assignments as and when required.
- Update Salesforce CRM system.
- Update and raise tasks in DWS Central system.
- Work with Sales Enablement Manager to resolve breakdown in processes that impact multiple resellers.
- Take ownership of issues through to full resolution.
- Be vigilant for possible fraudulent activity and if necessary raise a security incident report using the template accessible via the corporate Intranet.

- Periodically review DWS Security Policies – centrally hosted on the Intranet - to ensure full compliance with current legal, regulatory and company requirements.
- Carry out any 'ad hoc' assignments as and when required.
- To be compliant with health and safety company policy and legislation.

Knowledge, Skills, Experience

- Previous administration experience.
- Diploma in Business Administration level 3-4 an advantage.
- High level of accuracy and attention to detail.
- Understanding of audit, GDPR and Data Protection compliance.
- Excellent customer care skills.
- Good written and verbal English.
- Ability to prioritize work.
- Good Microsoft Excel skills and data manipulation.
- Good organizational skills.
- Good computer and keyboard skills.
- An ability to work under pressure and to deadlines.
- An ability to work independently and as a team.
- Good administrative skills.
- Quick to learn.
- Proactive.
- Positive 'make it happen' approach.
- A knowledge of telecoms an advantage.

Working Location/Environment

Eastleigh Office