

Hörmann (UK) Ltd

Doors for Home and Industry

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Senior Management

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Trade Account Co-ordinator

The Role:

An experienced administrator with a strong customer focus is required to join our busy Industrial trade sales team. Raising quotes and accurately processing orders in a timely fashion is a must, whilst maintaining excellent customer service. To work closely alongside the existing team to ensure KPI targets are met. Teamwork is essential for this role.

Key Areas of responsibility:

- Accurately raising domestic and industrial quotations for the trade
- Logging quotation statistics for reporting purposes and feeding back to the line manager
- Monitoring quote conversion rates
- Accurately inputting and processing industrial trade orders
- Liaising with factories, customers, and other internal departments
- Monitoring and coordinating delivery of products to trade customers for industrial products
- Logging order statistics for reporting purposes and feeding back to line manager
- Maintenance of electronic filing systems and associated administration tasks
- Providing office based support for customer queries
- Coordinating feedback to Commercial Manager

Candidate Requirement:

- Must have understanding and experience of Word, Excel, and Outlook
- Must have excellent verbal and written communication skills
- Must have experience in working in a customer facing role
- Must be proactive and highly organised
- Must have strong time management, planning skills and the ability to multi-task
- Must be able to work accurately and efficiently with data maintaining attention to detail
- Must have the ability to work on own initiative and as part of a team
- Must be able to plan and priorities workload efficiently and effectively
- Must be able to work and integrate well with the existing team
- Experience and strong knowledge of Industrial products desirable