



JOB DESCRIPTION

Post:	Business Support Officer
Job Purpose:	Support for the growing business, providing a point of contact for the company, liaising with customers and suppliers whilst maintaining administration responsibilities.
Responsible To:	Managing Director

Main Responsibilities

- Take calls from customers & suppliers in a friendly professional manner and developing long-standing relationships.
- Make outbound calls to prospective clients to discuss products and solutions
- Demonstrate a strong understanding of Card Dispenser products and services, advising customers of potential solutions to market and sell to new clients and upsell to the existing client base.
- Send quotations and invoices to customers from provided price lists.
- Ensure that the Company stock database is closely monitored and updated and that senior staff are alerted when stock levels are low.
- Prepare orders for dispatch, ready for collection.
- Participate in regular company meetings in a productive, proactive manner.
- General office/administrative duties.
- Record sales requests, providing follow up calls when applicable.
- Support the manufacturing and assembly of products.
- Receive, unpack and check incoming orders.
- Carry out market research to gather and analyse data to support future sales efforts.
- Monitor and maintain company emails, ensuring that all clients and suppliers are responded to within a reasonable timeframe.
- Schedule appointments.
- Carry out any other reasonable duties as and when required.

Personal Specification

Personal Attributes Required (considerations)	Essential (E) Desirable (D)	Assessed Application Form (AF) Interview (I)
Qualifications/Training		
Recognised IT/maths related qualification	D	AF
Experience		
Experience dealing with customers in person/phone/email	D	AF - I
Personal Attributes		
Excellent verbal and written communication skills	E	AF - I
Self motivated	E	AF - I
Customer service skills	E	AF - I
Ability to use initiative	E	AF - I
Prioritise workload	E	AF - I
Punctual	E	AF - I
Organised	E	AF - I
Attention to detail	E	AF - I

Last updated: 9th October 2019

By: Kevin Kearley
Managing Director