

Trainee Sales Administrator (Apprenticeship)

NAME:

DEPARTMENT: Office / Design Studio

REPORTS TO: Karen Noden

SUPERVISES: None

ADOPTED/REVISED DATE: 10th January 2019

Overall Purpose:

- Working closely with the customer services team, to ensure customers' orders and enquiries are processed in an efficient manner.
- Work to ISO 9001, PS9000 (Pharmaceutical Good Manufacturing Process) and ISO 14001 standards.

Overall Duties and Responsibilities

- Book orders in using the Tharstern MIS system and prepare all related paperwork.
- Take customer enquiries via phone, email, enquiry sheet. Raise estimates from these details via our Tharstern MIS system and email the estimate letters to customers using our Goldmine system. Diary estimates for follow up calls.
- Raise purchase orders using the Tharstern MIS system.
- Answer the telephone / reception duties including dealing with deliveries.
- Scanning and filing of documentation.
- Raising of sales invoices using the Tharstern MIS system.
- Update weekly KPI's.
- To work to the standard operating procedures developed for your job role.
- Liaise closely with other members of the print, finishing and pre-press departments to ensure efficient working to enable maximum throughput of jobs.
- Liaise closely with the Senior Key Account Manager to ensure jobs are worked on in correct order to achieve delivery date that our customer is relying on.
- Plan jobs using the Tharstern MIS system.
- Liaise with customers to discuss their requirements.



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- When dealing directly with customers inform the Senior Key Account Manager of anything which directly affects the cost or delivery timescale to the job.
- Keep clean and maintain all equipment ensuring necessary spare parts are kept in stock. Maintenance, cleaning and health & safety procedures to be completed as per schedules provided.
- Maintain safe working practises and assure all machines are relevantly guarded.
- Keep design studio/office tidy and presentable.
- As and when required help with any other administrative roles.



Certificate No. FS 565359



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