

SALES COORDINATOR

RESPONSIBILITIES

New sales:

- Administering and effectively managing new sales for retail and corporate channels.
- Creating records for new customers, including contact details and the name of the representative managing the account. Updating the records with details of correspondence, documents sent and registrations.
- Administering, managing and updating the new sales database (CRM).
- Reporting on status and progress of conversions.
- Managing and coordinating follow-up activities according to tasks set and schedule deadlines.
- Assisting with client queries.
- Meeting new sales targets.
- Continuously improving service and conversions.

Sales support:

- Take on a variety of tasks to support sales representatives.
- Handle incoming calls and correspondence, alerting consultants to any urgent issues.
- Update consultants on registration or confirmation status and delivery details.
- Create and send reports to sales people.
- Support Head of Sales with admin issues.
- Liaise with different support functions on behalf of sales to resolve queries.
- Supply presentation or product information, as needed.
- Assist sales with corporate functions and confirmations.

General (as required):

- Ad-hoc support to call centre, on matters relating to marketing, communication, and business development.

REQUIREMENTS:

- Diploma in marketing (essential).
- Two years' relevant experience in sales, marketing and communication administration.
- Essential computer skills:
 - MS Excel – Intermediate.
 - MS Word.
 - MS Outlook.
 - Any relevant graphical program.
 - Office administration.
- Language proficiency:
 - English (fluent)
- Other requirements:

- Must be detail-oriented.
- Must be analytical.
- Must have good communication skills (soft skills).

Salary is market related.

Please send your CV with the position name to recruitment@futurelearn.co.za