



Freeman Automotive (UK) Ltd
EBC Brakes World Headquarters
Upton Valley Way East
Pineham
Northampton
NN4 9EF
Telephone: (01604) 583344
Fax: (01604) 587412

www.ebcbrakes.com e.mail: info@ebcbrakesuk.com

MANUFACTURERS OF THE WORLDS LARGEST RANGE OF DISC BRAKES FOR ANY VEHICLE

Job Description – Sales Administrator

SUMMARY

Working in the Sales Administration Office, performing a customer service and sales administration role for customers of EBC Brakes Direct, dealing directly with the public via phone or email.

PRIMARY RESPONSIBILITIES

- Receive sales orders via phone and email, process onto SAGE200;
- Processing orders on a web store account for our customers;
- Dealing with customer service queries, via telephone and email relating to delivery, invoicing and stock availability;
- Stock inquiries and expediting orders;
- Producing invoices and credit notes, various other administration tasks which may include typing, copying and filing;
- Any other duties as assigned by Administration Manager.

KNOWLEDGE AND SKILLS

- Superb customer service skills having a professional and courteous manner;
- Excellent written and verbal communication skills essential with good attention to detail;
- Excellent literacy and organisational skills;
- Competent user of Microsoft Outlook, Word and Excel;
- Experience with SAGE 200 an advantage but full training will be provided;
- Previous experience in an administration role is essential;
- Ability to work independently and as part of a small team.

WORKING CONDITIONS

- 38.25 hours per week;
- Monday-Thursday 08:30-17:30 (30 min unpaid lunch break) and Friday 08:45-13.00.
NOTE: Some flexibility on working hours may be required for holiday cover.
- £12.00-£12.25 per hour dependent on experience.

BENEFITS:

- Free on-site parking.
- Uniform provided.
- Employee discount on EBC products.
- Cycle to Work Scheme (salary sacrifice)
- 28 days holiday (including bank holidays), plus long service award.

Note: The statements above are intended to describe the general nature and level of work being performed by people assigned to the job. They are not construed to be an exhaustive list of responsibilities, duties and skills required of personnel in the job. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.