**Sales Advisor – Products & Supplies**

**Skelmersdale**

**£22,308 with OTE £29,458**

**Full Time position, great hours Monday to Friday, no evening work, no weekend work (Hybrid Work available after probation period completed)**

You will be part of a busy, enthusiastic team responsible for customer transactions for our supplies and product sales. The ability to work with speed, accuracy, and attention to detail in a busy environment is essential.

The role is customer facing and you will need the ability to communicate confidently with customers and colleagues. Computer literacy is desirable as you will be working with our in-house IT applications together with MS Office and Sage. The ability to prioritise work, make own decisions and learn new skills is key, together with a problem-solving mind set. Ideally you will have experience in sales, but full training will be provided.

**Your role as a Product Sales Administrator** **at Direct365:**

* Responding to sales emails, inbound sales calls and outbound activity chasing orders professionally.
* Matching our products to customers’ needs through cross-selling.
* Work to agreed KPI’s including sales order value and revenue generated to make sure the business targets are being met.
* Process and manage product orders from order placed to dispatched.
* Maintain excellent knowledge of our portfolio of products and services in order to understand customer requirements.
* Ensure all customer information is recorded on our CRM, Sage and sales processing applications.
* Take ownership and manage customer expectations across sales related activities.
* Provide cover for administration and any other associated tasks when necessary.
* To work as part of a team to develop the concept of One Team = One Organisation, taking ownership of challenges and foster an environment of continuous improvement.

**What you will need as a Product Sales Administrator at Direct365:**

* Sales experience is desirable. A proven track record of longevity too – someone with integrity who wants to build a career with us.
* To learn product and pricing information to match the right product to the customer’s need.
* Building great business relations is key – being polite, articulate, and being able to think on your feet to provide the best solutions.
* You’ll need to be organised, determined, resilient and self-motivated, with a passion for customer care and the competitive nature required to be successful.
* Experience with Microsoft packages and using a CRM are required, as we use multiple systems to provide the best service.
* As the role is office based you will need to live locally to Skelmersdale (WN8 9RD).

**In return for your commitment and expertise, you will get:**

* A salary of £24,000 with OTE £29,525 in a permanent full-time position.
* Great working hours Monday to Friday (37.5 hours).
* No weekend or evening working.
* Training opportunities within the business to expand your skills including NVQs. We offer accredited ILM training through external and in-house training.
* Free parking onsite that will save you a fortune.
* Amazing employee discounts c.£1,000 p.a. with major supermarkets and retailers.
* 31 days holiday (inclusive of bank holidays), plus a ‘Buy and Sell’ holiday scheme.
* Other benefits such as improved parental and paternity leave, a 24-hour wellbeing helpline, cycle to work scheme, pension scheme, life assurance and more…

**What can the role and Direct365 offer you?**

At Direct 365 we love our vibrant office environment. As a business, we pride ourselves upon our commitment to our employee’s personal development; supporting you in reaching your own goals as well as working collectively to continue the success of the company.

As the newest member of the Product Sales Team, you will be warmly welcomed into a friendly atmosphere; accompanied by team members with dynamic and innovative mindsets, striving to drive real results.