



Job Description

Job Title	Sales Administrator
Department	Sales Support
Responsible For	No direct reports
Responsible To	Sales Operations Manager - Training and Processes
Main Purpose of Job	<ul style="list-style-type: none">• Back Order Management• Ensure correct dates are on the system• Handle enquiries and queries on orders from business managers• Administer Order processing and resolution of associated queries• Work with suppliers to ensure correct information on orders and resolve any queries• Administer Order cancellations and amendments• Administer Order Reports (daily/monthly)• Initiate Returns procedure• Liaise with internal departments, including customer service, credit and purchasing• Maintaining ETAs on the system• Resolving queries from Sales Support and Account Managers• Inputting delivery addresses
Knowledge & Experience	<ul style="list-style-type: none">• Demonstrable basic sales awareness• Knowledge of products sold by CDW• Competent on Microsoft Word/Excel/Outlook/PowerPoint
Personal Attributes	<ul style="list-style-type: none">• Self-starter and ability to work on own initiative• Ability to build a rapport and develop positive working relationships with internal customers• Excellent interpersonal & communication skills• Drive and ambition• Tenacity and persistence• Demonstrated attention to detail• Natural business acumen and ability to assimilate numbers/financials quickly• Ambitious to grow successful career within CDW• Commercially minded