



# Job Description

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