

Stertil House
Unit A, Brackmills Business Park
Caswell Road
Northampton
NN4 7PW
Telephone: 08707 700471
Fax: 01604 765181



Job Specification

JOB TITLE

Quotations Administrator

Job Type

Quotations Administrator

Post Type

Full Time – 40 Hours

Site

Office based Northampton

Salary Band

OTE £20k - £21.5k

Holidays

20 days (1yr) 23 (2yr) 25 (3yr) + Bank Holidays

Line Contact

Team Leader / Service Office Supervisor

MAIN PURPOSE

The main purpose of this role is the administration of all aspects of raising quotations and estimates for repairs and spare parts. The role includes receiving quote requests from our field-based engineers, service sales team and our customers. You will be required to obtain pricing for parts from our factories and 3rd party suppliers ensuring business profit targets are maintained and to negotiate with customers with regard to price as required. The role requires a well organised methodical approach to work, accuracy and a person with excellent commercial awareness and attention to detail. Staff will be actively encouraged to suggest improvements in current working processes and are required to be flexible in their approach to meeting the departments ever changing requirements as a result of constant process development in a fast-paced environment. You will form part of our Help Desk team within the overall service department set-up.

RESPONSIBILITIES

- Receiving enquiries from our customers, resellers, engineers and service sales team via email.
- Monitoring our Help Desk email for quotation requests or queries.
- Answering incoming telephone calls.
- Assisting customers on any quotation queries to resolve in a timely manner.
- Contacting customers to clarify quotation requirements.
- Contacting engineers to ascertain information relating to quotes requested.
- Contacting our factories and suppliers for repair components or spare parts.
- Using our supplier portals to generate product repair estimates.
- Generate and issue quotations to customers in line with our SLAs and KPIs.
- Updating repair and spares trackers to ensure visibility of lead-times through to delivery.
- Ensuring POs received are forwarded to the correct team member to convert.
- Raising Pro-Formas for customer spares orders.
- Liaise with our factories and manufacturing partners for delivery updates.
- Arrange onward delivery.
- Raising purchase orders

The above is an outline of the role that may be subject to change and review from time to time to suit the overall needs of the department and the business.

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QUALIFICATIONS

- Educated to an above average standard in Maths & English

EXPERIENCE

- Evidence of IT experience with the use of Word and Excel
- Ability to manage multi task to a set time scale in a fast-paced environment
- Previous experience of working in a customer serviced focused environment