



Job Title: Export Sales Support Executive
Department/Location: Export Sales / Exeter
Status: Permanent / Full Time
Reports to: Export Sales Director

Job Purpose:

Act as a conduit between customers and Sparex. Working in conjunction with the export sales team to grow sales and ensure customer satisfaction and loyalty.

- Provide immediate customer service and support by phone and email.
- Work in conjunction with the export sales team to be the secondary primary contact for a defined group of customers.
- Help customers to identify the most appropriate parts for their needs.
- Respond to RFQs with quotations created using quotation tool.
- Liaise with Business Administration function to ensure customer orders are appropriately loaded and stock allocated ahead of dispatch.
- Ensure that shipping instructions are clearly relayed to the Business Administration function.
- Use newly created reporting tools to inform customers of order progress and track shipping.
- Work with Finance department to validate and create new accounts as well as maintain customer data.
- Work with quality control team on facilitating customer returns.
- Work with Finance department to ensure invoicing is timely and appropriate.
- Pro-actively contact customers by phone and email to inform them of special offers.
- Work on ad hoc reporting as requested by the Export Sales Director

Key Responsibilities/Tasks:

The key responsibilities of the Export Sales Support team are:

- Provide point of contact customer support.
- Act as a point of entry into Sparex for customers.
- Turn customer RFQs into quotations.
- Engage in outbound sales and marketing activity.
- Facilitating the progress of customer returns.
- Facilitate the expediting of customer orders.
- Professionally managing customer queries by phone and email.
- Support all Regional Sales Managers with technical and commercial requests.
- Liaise with internal departments in order to handle/support requests from Area Sales Managers and/or customers.
- Undertake data analytics to determine new prospect customers.
- Undertake data analytics to determine new sales opportunities.
- Pro-actively engage with customers to inform them of sales promotions.
- Assist in the development and execution of marketing actions.
- Positively commit to, and undertake any agreed Training program.
- Comply with all Company rules, including those regarding Health and Safety.
- Any other reasonable duties as directed by your Director/Manager.

Person Specification:

	Description	Essential (E) or Desirable (D)	How Identified*
Experience	Previous office experience in a customer focused role.	E	A/I
	A background in agriculture and/or the replacement parts business.	D	A/I
	Good knowledge of Sparex IT systems.	D	A/I
Skills & Abilities	Customer Focused	E	A/I
	High level of attention to detail	E	A/I
	Strong Commercial awareness	E	A/I
	Ability to prioritise and organise time when working under pressure	E	A/I
	Strong IT skills including MS Office applications.	E	A/I
	Excellent verbal and written English language skills	E	A/I
Qualifications	Proficiency in a foreign language, priority being Spanish, French and Arabic	E	A
	A level qualified or equivalent	E	A
Personal Qualities	'Can do', positive attitude	E	I
	Self-motivated	E	I
	Curious. Seeks to understand 'why?'	E	I
	Team player	E	I

*Key: A = Application Form
I = Interview



Mandatory Duties:

- Work with due regard to the health and safety of both yourself and others.
- Commitment to Equal Opportunities.

This job description is a guide to the minimum requirements of the job. It is not intended to restrict activities which will contribute to the growth and profitability of Sparex Ltd. If there is a need to amend this description please consult the line manager, or appropriate Director.

I agree that this is an accurate description of my job at Sparex Ltd. I understand that I am employed to carry out the specific duties listed in this job description.

Signatures:

Employee Name:

Employee Signature:

Date: