

Due to maternity leave we have a temporary position available for an

Sales Administration Coordinator (7months)

Role

The Sales Administration Coordinator (SAO) works together with the sales directors/managers in the business lines and customers assigned to him/her. BSS supports with regards to commercial administration, marketing, planning, product setups within accounts, forecast optimization and liaising internally with stake holders to assist with planning and ensure fluidity and clarity are achieved within office.

Position in the organization

The SAO is member of the business support team and reports into assigned VP Business Line/Sales and is back up for colleague sales support employees during their absence. This position will assist the Sales Operations Coordinator.

Responsibilities:

Administration (90%):

- Based on customer information (customer information set-up sheets), received from cluster sales teams, responsible for the correct setup and maintenance of customer info (incl. products) in the customer registration system (Salesforce and Customer Portal)
- Completeness on customer information including all contact details, pictures, POS information, meeting report
- Collecting and managing agreements like ASC (Agreed Sales Conditions), Non-Disclosure Agreements (NDA), Sales contracts.
- Maintain, administer and file price lists for customers including change price requests (CPR)
- Sharing semi-annual price list updates with distributors and other stakeholders
- Managing, administration, dispatch of samples
- Maintain and distribute product price list
- Basic customer research (pick-up, face value, surveys)
- Generate frequent and special reports out of CRM system up on request
- BPC documents any processes in a consistent method
- SAO will assist with Customer Satisfaction Survey

Marketing Operations Support – In conjunction with Sales and Marketing Operations Coordinator (10%):

- Tradeshow coordination
- Support on and hosting at tradeshows
- Collecting and distributing (sales) presentations or other critical business support info.
- Support at IMT's (coordination, preparation, MoM).

Requirements

- Some experience within (commercial) support role, coordination/planning activities.
- Understanding of business processes in complex matrix organization.
- Some Bachelors education (enrolled in College)
- Understanding of and affinity with IT systems.
- Project / process management knowledge.
- Team Player and Service Oriented
- Superb at planning and organizing
- Communicative and attentive to detail
- Take initiative
- Independent, planning & organizing own work
- Practical and hands on
- Fluent in English