



Job Title	Sales Support Administrator - London
Date Reviewed	September 2018
Responsible To	Sales Director
Responsible For	None
Location	London

Business Profile

AVK are the UK's leading provider of critical power systems and maintenance that guarantee your power. For 30 years we've been supplying UPS systems and standby diesel generators providing our clients with reliable back-up power solutions for their mission critical services & systems.

We are trusted by many of the UK's largest Data Centre operators, Finance & Banking providers and Telecommunications companies to design, install and maintain 100% power integrity by providing diesel generators, uninterruptible power systems, switchgear, protection relays and turnkey solutions.

AVK specialise in all aspects of the design, planning, implementation and on-going maintenance of critical power systems. We provide solutions for standard or bespoke applications, with UPS systems ranging in size from 10kVA to 2000KW to standby diesel generation ranging in size from 4kW up to 3MVA and covering all project sizes from £1k up to £30m. Our extensive and growing client base reflects our highly regarded reputation for both quality and service

Role summary

The Sales Support Administrator will be responsible for the complete administrative support of our Project Sales team. The role holder will have responsibility for quality, process and the high standards our customers expect.

Responsibilities

	Provide first line telephone support distributing calls in an efficient and professional manner
	Greet all clients and visitors to the office in a professional and polished manner providing refreshments where required
	Provide comprehensive administrative support to the Project Sales team including travel, hotel bookings, expense claims and diary management
	Monitor all sales emails during periods of absence and annual leave
	Assist in the preparation of bids and tenders, collating, all relevant technical and health and safety data to ensure accurate and timely submission in a printed and bound format
	Maintain the sales database, updating on a daily basis
	Download and distribute technical data sheets from supplier portals on all new and existing products ensuring our technical library remains current
	Organise monthly sales meeting. Produce minutes and actions in a timely manner following up outstanding items for resolution
	Receive telephone sales enquiries, update sales enquiry register, distribute to the appropriate Sales Managers and track progress
	Coordinate marketing ads and attendee invitation lists with the Head of Marketing ensuring maximum exposure



	Complete all Project PQQ's, maintaining and updating library of key and necessary data
	Co-ordinate events for the sales team, working closely with the marketing department to include after event functions
	Maintain stock levels of all office consumables and stationery, ordering where required through the Head Office
	Collect and distribute post to relevant personnel or offices

Person specification

Key skills and knowledge	Desired/Essential
A systematic approach to problem solving	Essential
Accurate typing, attention to detail and proof reading ability	Essential
Be adaptable, confident, professional and well-spoken with an excellent telephone manner	Essential
A minimum of 3 years' administrative support experience	Essential
The ability to work with minimal supervision and have a flexible approach to their work schedule	Essential
Shorthand or Audio experience	Desired
Experience of shipping and invoicing	Desired
Contract and tendering exposure	Desired
Car owner/driver	Desired