

# Commercial Back Office/Sales Admin

**Vacancy:** Permanent, full-time (40 hours per week, Mon-Fri)

**Reporting to:** Manager of Sales

**Location:** Europe

APC Technology Group combines 40+ years of specialist expertise and innovation, with the strength and stability of a privately-owned company.

We deliver on the design, specification and distribution of specialist electronic components and systems, lighting technologies and connectivity products that help our customers produce better equipment, improve efficiency and achieve superior performance.

As a trusted supplier of highly reliable, high quality and technologically advanced components, products, and systems we have become the supplier of choice for an impressive list of blue-chip clients within critical infrastructure and built environments such as commercial/public sector property, defence, aerospace, industrial, finance, broadcast, power, transport, telecoms, and space sectors.

## The role:

The Commercial Back Office/Sales Admin is an employee who plays a role in reviewing, controlling, and managing all sales-related organisational processes from customer to supplier. Consequently, their activity is crucial to the company's ability to achieve its sales goals and be efficient in this area. The Commercial Back-Office/Sales Admin performs activities that provide concrete and essential support to the company's core business. Generally working onsite, the commercial back office performs a support function for the sales team, handling inquiries from both customers and sales agents, organising orders, and performing accounting tasks.

## Key tasks and responsibilities:

- Preparation of business documentation of various types, such as orders, shipping documents, pro-forma invoices, and payable invoices
- Handle commercial offers for customers, processing them directly or providing support in their preparation
- Data entry activities including purchase orders and sales orders
- Perform administrative activities, such as monthly monitoring of sales figures
- Sales orders management, monitoring them and dealing with commercial conditions, delivery dates, and verification of payments
- Communication with suppliers, customers and sales team, which may be by correspondence, e-mail, telephone contact and in person
- Responsible for reports to be distributed to the sales department
- Managing customer and product databases
- Scheduling appointments and arranging customer meetings for sales agents
- Organises and archives business records, which include documents, e-mails, and digital files, which will need to be managed and catalogued for easy retrieval and will need to be constantly updated
- Manages the couriers responsible for shipping goods and may also occasionally be responsible for resolving related logistics issues
- This role may be asked to devise or assist in the preparation of marketing or digital marketing strategies

### Personal attributes:

- Communication and interpersonal skills - in this role, communication, occurs primarily with suppliers, customers, and the sales force and is done via telephone, e-mail, and in person
- Problem solving skills, which are essential when interfacing with suppliers, customers and agents
- Commercial aptitude - since this is a sales-facing job, it is important to have a commercial approach and be customer-oriented
- Computer and digital skills - good ability to use management software and the MS Office package, as well as digital systems for order entry is required (ERP, CRM etc.)
- Knowledge of English or other foreign languages, which from a preferred element becomes essential in the case of companies operating abroad
- Organisational skills, to organise work by completing objectives within the required time frame, effectively identifying and establishing priorities on which to focus
- Time management - dealing with orders and deliveries, it is a priority to be able to manage time effectively so that deadlines are met
- Good writing skills, necessary for preparing bids to be presented to customers for handling correspondence with customers and suppliers

### Technical skills:

- At least High School Diploma (e.g., Linguistic Legal Economic or Business Expert and Foreign Language Correspondent) is required for this role.
- Need to be familiar with subjects of study such as accounting, bookkeeping, business administration and business law, as well as mastery of some computer skills
- Handling foreign correspondence and business documents are necessarily required to have knowledge of one or more foreign languages
  - Spoken and written knowledge of English is mandated while knowledge of other languages is appreciated
- The candidate should have at least five years' proven experience in a similar role
- Candidates with previous specific experience in the electronics and/or semiconductor market will be given priority