

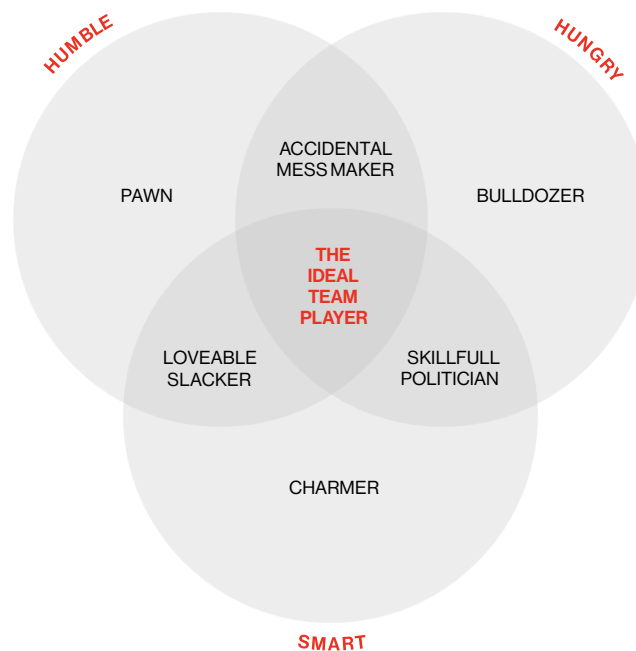
Job Title	Sales Support / Sales Admin
Department	Sales / Admin
Reports To	Sales Manager / Managing Director
Who you'll manage	N/A
About Castle Industrial	Castle Industrial Supplies Ltd is a well-established supplier of industrial packaging products and machinery, based in Carnforth. With a strong reputation for quality, service, and innovation, we are on an ambitious journey to grow our business from £20 million to £30 million turnover. As part of this exciting phase, we are looking for an office executive to support the sales account managers and business development team.
Position Statement	Support the sales function through accurate order processing, close liaison with the warehouse on order status and delivery, and ongoing CRM administration. Provide day-to-day administrative and executive support to the sales & business development team.
Key Responsibilities	1. Input sales orders into the ERP system 2. Answer and redirect phone calls when necessary. 3. Invoice sales orders 4. Take incoming sales orders by phone where necessary. 5. When required, preparing sales quotations for the sales team, including typing up customer stock sheets, technical data sheets and other relevant documentation. 6. Processing returns, credits and non-conformances where necessary. 7. Liaise with the sales department, purchasing, warehouse and accounts to update on order progress/delays and ensure sales orders are on track and customer problems are resolved. 8. Support the sales team with administrative tasks, including supporting two sales representatives with their customer requirements and providing cover/support for their customers when they are absent. 9. Collate and report on various Sales metrics including KPIs, sales figures, orders, visits etc 10. When required, support operations activities, including tracking deliveries and updating order records, obtaining PODs and chasing purchase orders where required. 11. When required, support credit control and customer credit checks. 12. Monitor customer required delivery dates and act/communicate accordingly with other relevant colleagues.
Skills/Attributes Required	1. Honesty, trustworthy, and respectful, with sound work ethics and a commitment to professional integrity. 2. Excellent organisational and time-management skills, with the ability to multitask and manage priorities effectively. 3. Proficiency in using technology, including Microsoft Office tools. 4. Competent in using CRM and sales reporting tools. 5. Strong interpersonal and networking skills. 6. Written and verbal communication skills. 7. Professional customer service skills. 8. Accurate with good attention to detail.

Humble, Hungry, Smart Characteristics	Hungry, humble, smart – see page 3 for a detailed overview. - <u>Humble</u>: Focus on others, share credit, and define success collectively. - <u>Hungry</u>: Self-motivated, results-oriented, and always looking for improvement opportunities. - <u>Smart</u>: Emotionally intelligent, aware of team dynamics, and skilled in collaboration.
Compliance Expectations	1. Show care for company assets. 2. Respectful of all staff at all times. 3. Punctual, reliable, loyal and honest. 4. Respect the company's values and uphold the company's mission statement. 5. Demonstrate professionalism and reliability in all interactions and tasks. 6. Act as a brand ambassador, embodying the company's mission and values in all external communications. 7. Promote teamwork and collaboration, creating a positive work environment that fosters trust and mutual respect. 8. Abide by the Castle Code of Conduct set out in Section 2 of the company Handbook.
Other Details	Hours: Monday - Friday 7:30 am - 4:00 pm with 30 minute lunch break or 7:00 am - 4:00 pm with 1 hour lunch break Location: Carnforth, <u>Office Based</u>

This Position Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at the discretion of the management. As a general term of employment, the Company may make any necessary changes in job content, or may require the post holder to undertake other duties, at any location in the Company, provided that such changes are appropriate to the employee's remuneration and status.

Here, at Castle Industrial, we look to hire employees based on three characteristics: Humble, Hungry, Smart. Author and business management expert, Patrick Lencioni, says it comes down to these three characteristics. We don't expect 100% in each of the three categories, but we are looking for a candidate to demonstrate these characteristics and impart these values in their department.

Humble This is the most important. Humble people put any arrogance to one side and focus on others. They can acknowledge their own weaknesses, share credit and "define success collectively rather than individually."	Hungry This is about having a strong work ethic and getting results. Hungry team players are willing to take on what is necessary for the good of the team and business. They are generally self-motivating - always thinking about the next step and the next opportunity.	Smart This isn't just about intellect. It's about emotional intelligence. Smart team players are aware of others on the team and are good at active listening. They have good judgment and intuition around group dynamics.
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The accidental mess-maker Hungry and Humble (but not smart) Means well but ends up creating a bigger mess for others on the team to clean up or rubs people the wrong way due to their lack of empathy/ social skills.	The skilful politician Hungry and Smart (but not humble) Everyone's friend and always knows the right thing to say, very ambitious, but doesn't think of the team, only themselves and getting ahead.	The loveable slacker Smart and humble (but not hungry) Cares about their colleagues and technically competent, but only does exactly what is asked – nothing more. Is rarely proactive in seeking new areas of work or opportunity
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