



JOB DESCRIPTION – Sales Administrator

Reporting to: Sales Administrative Team Leader
Location: Avtrade Global HQ, Sayers Common, West Sussex

Function:

To assist the Sales team with trading aircraft component inventory by means of exchange, loan or sale and to develop business relationships with customers in order to maximise trading opportunities and growth in revenue and profit.

Responsibilities:

- Deliver a high quality and level of customer service
- Answer Avtrade incoming calls professionally and direct accordingly
- Source and assist pricing inventory for specific requirements
- Understand different customer cultures and way of trading.
- Provide quick response times to both the Sales team and customers.
- Assist Management, Team Leaders and Sales Executives.
- Assist with AOG/priority/urgent requirements as required.
- Develop and build market knowledge.
- Assist with the late fee process and trace requirements.
- Update Avtrade IT system with information as required
- Liaise and coordinate with internal departments as required.
- Carry out general administration tasks set by the sales team.
- Adhere to Avtrade processes and procedures.
- Understand and adhere to Export Control regulations where relevant
- Any other duties as requested.

Requirements:

- Preferably previous working experience in an administrative role
- Professional and courteous phone manner
- Good problem solving ability with ability to use initiative and common sense
- Numerate, accurate with the ability to meet deadlines
- Self-motivated, flexible and adaptable to work in a busy environment
- Excellent communication skills at all levels verbal and written
- Strong organisation, time management and administration skills
- Ability to prioritise and manage workloads
- Ability to recognise priority requirements and react accordingly.
- Excellent computer skills with good knowledge of Microsoft Word, Excel and Outlook