



VACANCY, Sales Administrator

Crisp Malt is one of Europe's leading suppliers of malted barley and specialty malted cereals to the world's brewing, distilling and food industries. The largest site in the group is located in Great Ryburgh, Norfolk and this is where our Central Services Unit is located. The Sales Administrator will be part of this unit and report to the Sales Operations Manager.

Crisp Malt is renowned for providing the highest level of customer service in the industry and the Sales Administrator's core responsibility is to execute orders in such a way that delivers this to our UK based customers.

Key Accountabilities:

- Order Execution – process orders accurately to ensure customer receives the correct order
- Customer Service – deliver excellent customer service to all our customers
- Customer Relation Management - maintain our CRM (HubSpot)
- Team Performance – be a valuable member of the sales support team
- Onboarding Customers – help new customers experience a smooth transition to Crisp supply
- Cross-functional collaboration – work closely with other departments to overcome complex requests
- Stock allocation – ensure stock is available and allocated before goods are despatched
- Personal development and continuous improvements – ensure commitment to improving self and the way daily tasks are completed.

Must Haves:

1. Courteous, professional and a team player
2. Confident on the phone with excellent communication skills
3. Good arithmetic and exceptional attention to detail
4. Demonstrate the ability to work quickly and accurately under time pressures

Experience in a customer service or customer facing role is desirable but it is not a pre-requisite for the role. Being comfortable using CRM software, SAP and Microsoft Teams is preferred. Candidates that demonstrate good organisational skills, attention to detail and time management skills will be preferred.

To apply, please email CV and cover letter to Luke Bennett, Sales Ops Manager by November 11th 2022. Luke.Bennett@crispmalt.com