



### **VACANCY, Sales Operations 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 in Great Ryburgh, Norfolk and this is where this vacancy and our Central Services Unit (CSU) is located.

Due to an internal promotion, the a Sales Operations Administrator vacancy has become available. This role will be part of the CSU and report to the Sales Operations Manager. They will form part of a small team that offers sales support and will be responsible for delivering outstanding customer service, order administration and supporting sales.

#### **Key Responsibilities:**

- Order Execution – process orders accurately to ensure customer receives the correct order
- Customer Service – deliver a high standard of 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
- Basic Data reporting – consolidate and report data to the Sales Ops Manager on a regular basis
- Stock allocation – ensure stock is available and allocated before goods are despatched

#### **Must Haves:**

1. Courteous, professional and a team player
2. Confident on the phone with excellent communication skills
3. Good with numbers and organisation
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 MS office (Excel in particular) and a CRM software is preferred. Candidates that demonstrate good attention to detail and a willingness to learn will be favoured.

#### **Package:**

- Permanent, office-based position
- Immediate Start Date
- 0900hrs to 1700hrs, Monday to Friday
- Competitive Salary with Pension Contribution
- One-off Joining Bonus
- Group Profit Bonus
- Discounts and Benefits Hub
- 25 days annual leave per year (excluding Bank Holiday's)

To apply, please email CV and cover letter (optional) to Luke Bennett, Sales Ops Manager by Jan 13<sup>th</sup> 2023.

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