Pinnacle

*The* business technology experts

# Job Description

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| Role Title | Sales Support Administrator |
| Reports To | Customer Service Manager |
| Department | Sales Support |

## Overview

- An exciting opportunity is available for a Sales Support Administrator to join our friendly team at Pinnacle!
- The role is ideally full time (Mon-Fri) and is based from our Bristol office.
- Pinnacle offer hybrid working so the role will be a mixture of working from home and office based.

## Essence of Role – Key Accountabilities

- Providing an excellent customer service to our customers
- Process sales orders promptly, efficiently and accurately in our CRM system, keeping the salesperson updated on progress
- Write accurate minutes, collate actions and oversee the follow up of these for our clients
- Complete monthly bespoke excel billing reports and send to customers with commentary
- Perform admin tasks required by the sales team including housekeeping of customer accounts in our internal system
- Deal with day-to-day queries and changes for customers such as username changes or mobile sim swaps
- Assist with the completion of customer service reviews and proposal documentation
- Answering and screening internal/external phone calls and emails in a timely and efficient manner
- Preparing and filing sales customer contracts and agreements
- Completing Procurement and Sales Support requests within our CRM system
- Updating CRM system with accurate and relevant information on all customer and internal communication
- Raising purchase orders to suppliers and keeping customers updated with the tracking of orders
- Arranging couriers to suppliers and customers
- Booking stock in/out internal CRM system
- Assisting with the monthly stock level checks
- Consulting with other departments on administrative matters of mutual importance

## Person Specification

### Competency / Performance Driver

- Strong attention to detail and precision in your work.
- A can-do attitude and willingness to go the extra mile.
- A positive and enthusiastic team player.
- Excellent written and verbal communication skills with the ability to communicate at all levels.
- Excellent time management and organisational skills.
- Self-drive, determination and a commitment to continuously improve.

Technical / Professional Expertise

- 2 years sales support/administrator experience required.
- Competent in Microsoft Office packages (Excel, Word, PowerPoint, Outlook etc.)

# About Us

Operating since 1999, Pinnacle are an IT and telecommunications service provider. We offer businesses and schools a way of making their technology simple and safe in the hands of our experts.

IT, connectivity, telephony and mobiles seamlessly integrated to maximise efficiency and drive their business forward. There's only one number to call for expert advice and assistance, there's one team whom they know and trust and there's one invoice each month to process.

## Our Vision | Where we want to go

- To continuously surpass customer expectations, realise employee potential and become the ultimate choice for businesses seeking one provider for all their technology needs.

## Our Values | The way we do business

- Be exceptional, continuously improve – Pinnacle staff should always seek to exceed customer expectations.
- Be an expert, embrace technology – We should be specialists in all the solutions we deliver, creating real value through innovation.
- Be fair and ethical – Work in partnership with our customers, building relationships based on trust and mutually positive outcomes.

## Company Benefits

- Quarterly KPI bonus
- 6% employer pension contribution
- Mobile packages at cost price
- Hybrid working
- Birthday off each year
- Additional days' annual leave every year (up to maximum of 5)
- Paid sabbatical leave after 10 years of service then every 5 years after that.

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