

**Job Code: 542**      **SALES SECRETARY**

**Reporting to:**      Regional Sales Director

**Purpose:**      To provide administrative support to the Sales Department

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| <b>Achieving Results</b> |
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- Co-ordination of reports to achieve set deadlines
- Provision of administrative support to enable the sales department to achieve targets

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| <b>Managing the Process</b> |
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- Provide reports on a daily, weekly and monthly basis
- Update, produce and despatch development availability literature
- Update and input data onto the COINS system / CRM System
- Managing the “Help to Buy” IMS System
- Maintain systems and administrative processes
- Processing legal documentation
- Order department and site stationary
- Record monthly sickness
- Action/Administrate Sales Releases
- Carry out clerical/administrative duties such as:
  - Filing
  - Typing
  - Maintaining records & files
  - Archiving of completed development files and store appropriately
  - Photocopying
  - Document binding
  - Update sales boards/whiteboard
  - Update websites

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| <b>Serving the Customer (Internal and External)</b> |
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- Liaise with external companies
- Liaise with, and provide a contact for sales offices on a daily basis

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| <b>Delivering Quality</b> |
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- Answer and deal with all customer enquiries (verbal, email or website) where required, and in a professional and proactive manner
- Comply with the ‘Sales Process’ as required by LIMS

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| <b>Technical Skills and Knowledge</b> |
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|                                      | Basic | Intermediate | Advanced |
|--------------------------------------|-------|--------------|----------|
| Administrative Skills                |       |              |          |
| Organisational skills                |       |              |          |
| COINS Sales workbench                |       |              |          |
| Knowledge of Sales Process           |       |              |          |
| Knowledge of Legal Sales proceedings |       |              |          |
| Interpersonal Skills                 |       |              |          |
| Microsoft Word                       |       |              |          |
| Microsoft Excel                      |       |              |          |
| Microsoft PowerPoint                 |       |              |          |
| Microsoft Outlook                    |       |              |          |
| Able to work using own initiative    |       |              |          |
| Communication Skills                 |       |              |          |
| Professional Telephone Manner        |       |              |          |

## TRAINING PROFILE

A training profile for this role, which includes all the compulsory training which is required, is published on the People Development site on Insite. Full course descriptions explaining the content of these courses are also available on Insite.