



**H+K INTERNATIONAL**

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Export Sales Administrator</b>
<b>LOCATION:</b>	<b>Rugby</b>
<b>DEPARTMENT:</b>	<b>Strategic Accounts</b>
<b>REPORTS TO:</b>	<b>Sales Operations Manager</b>
<b>GRADE:</b>	<b>Admin – Staff</b>
<b>DATE:</b>	<b>February 2022</b>

<b>JOB PURPOSE:</b>	Reporting to the Sales Operations Manager, the broad outline of the role will be to provide a high standard of export sales administration, customer service and Customs documentation to the Subway account Middle East
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<b>BUDGET: N/A</b>		
<b>EMPLOYEES:</b>	<b>No of Direct reports:</b>	<b>0</b>
	<b>No. in total team (departmental)</b>	<b>10</b>

<b>PRINCIPAL ACCOUNTABILITIES:</b>	
1	General Account Administration working to departmental/business KPI's and Subway SLA's
2	Order entry – both fast paced sales orders and project managed store orders working to tight deadlines
3	Quote generation and chasing for store conversion to increase the company's market share and maintain/grow forecasted store numbers per market
4	Liaising with other internal departments to facilitate a smooth process from quote through to post shipment after sales care on both projects and resupply
5	Deal with any warranty claims for both buyouts and fab to ensure a quick resolution for the customer
6	Produce Customs documentation specific to the different Middle East Markets and liaise with all freight companies to book the transport

7	Support the AR function of allocated accounts to ensure that overdues are kept to a minimum
8	Perform any other miscellaneous admin duties to support the business including shortages, HKI Online

#### NATURE AND SCOPE:

Reporting to the Sales Operations Manager, the broad outline of the role will be to provide a high standard of administration support to the Subway account. The role will be predominantly office based (possibility of customer/site visits) working within a team environment providing sales admin and customer service to the Subway account.

Candidate must be customer centric, flexible, have the ability to organise workload, be proactive and project manage high value orders. The role is admin orientated and requires good understanding of processes/procedures with defined deadlines. It would also be beneficial if candidate has worked in a product led environment as position requires interpretation of drawings and an aptitude for understanding product range (training will be given).

Main day to day responsibility will be the production of all Customs documentation required for shipments into the Middle East. This will be market specific and it will be the Export Sales Administrator's role to know all the requirements for a smooth Customs process. They will also be required to liaise with all freight companies and book the required transport.

It will also be required that the Export Sales Administrator updates Sabre requirements and liaises with Purchasing to ensure that the correct Tariff codes and COO's are in place per product.

In terms of general admin, the candidate will be expected to achieve both our internal KPI's and Subway SLA's and give day to day updates on the status of the order/s as per our admin Kanban. They will also need to liaise with internal stakeholders i.e. purchasing, engineering etc to ensure that the order process runs smoothly and without delay for our customers.

The role is mostly a reactive role however there will be some degree of proactivity required such as chasing quotes, promoting our online offering, building rapport with the customer and offering product switches all with the aim of increasing market share and order conversions. Candidate must be confident in these areas and driven to succeed.

#### PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education / Qualifications (Academic, Professional and Vocational)	Educated to at A level standard (or equivalent) with good quality of grades.	Relevant degree or vocational training pertinent to the role  Major European language
Experience	Strong admin experience within a fast paced sales environment. Must have good attention to detail and process driven  Experience of working within a shipping environment i.e.	Technical sales ideally working in a product led environment requiring interpretation of drawings (full training will be given)

	producing customs documentation, dealing with freight companies etc	
Technical Knowledge	Displays a good level of I.T. Proficiency with experience on ERP systems and Office (focus on Excel)  Good knowledge of shipping and customs processes	Background within another KES, OEM or within customer environment would be desirable.
Skills and Behaviors	Confident and with the ability to build rapport quickly and easily with customers and internal stakeholders through various media  Process and admin driven  Customer Centric attitude	Able to multi task and prioritise workload effectively to meet deadlines and internal KPI's.
General	Strong team player and driven to succeed in a customer orientated environment	Able to travel where necessary