

Sales Administrator

Location: Battersea, London

Competitive salary plus Company performance-related bonus, healthcare insurance & wellbeing benefits.

Exciting opportunity for a self-motivated, confident and enthusiastic individual with strong communication skills to join our growing Sales team.

About Company

Liv-ex is the global marketplace for the wine trade, with over 450 members worldwide. We offer business services that span trading, data, fulfilment and automation technology to a diverse group of wine businesses – from ambitious start-ups to established merchants.

Our goal is to make fine wine trading more transparent, efficient and safe for the benefit of our members and the market as a whole. We are hard-working, committed yet informal, energetic and action oriented.

Founded in 2000, Liv-ex has grown to serve a growing number of merchant members with a broadening range of services. We help clients and other stakeholders to better understand the fine wine market and identify opportunities to profit.

Summary Purpose

The Sales Administrator is responsible for providing essential administrative support to the sales team. The Sales Administrator will be expected to ensure efficient processes are in place and working across the whole running of the team. This will also include liaising with clients and managing team wide administrative tasks.

Role Responsibilities

- Assist the sales team with daily admin tasks
- Build and maintain relationships with internal and external stakeholders
- Establish a strong knowledge of the Liv-ex platform in order to train our clients and better understand client queries
- Processing new member applications and closing leaving members' accounts
- Provide excellent customer service including managing phone and email queries, and ensuring all enquiries are responded to in a professional and efficient manner

- Produce and analyse monthly, quarterly and annual sales reports to monitor sales, highlight trends and inform the sales team of any other key data to inform decision making

Knowledge, Skills and Experience

- Demonstrable experience in a sales administration or customer support role
- Highly organised, confident and proactive, with excellent attention to detail
- Strong customer service skills
- Excellent oral and written communication skills
- Hands on experience with CRM software and MS Office (MS Excel in particular)
- Ability to multitask and prioritise in a fast-paced environment
- Good understanding of sales performance metrics
- Can do attitude and team player with the ability to work closely with team members across the company
- Self-motivated and capable of using own initiative

To apply, please send a copy of your CV plus a short expression of interest to our HR team at clientresourcing@strattonhr.co.uk.