

Sales Support Administrator - Stockport (m/f/d)

We are looking for a Sales Support Administrator to join our office in Stockport. This job involves efficiently managing customer orders and communications while ensuring timely and accurate processing. Key responsibilities include using CRM tools, supporting team members, and maintaining professional and organised work practices.

As a Sales Support Administrator, you'll be responsible for:

- Reviewing and updating the orders inbox, communicating daily with your entire team, keeping the number of emails in your colour to a minimum
- Utilising CRM to open, download and save quotes to match your order
- Completing orders within the time frame for the expected delivery date. Liaising with the customer to resolve any foreseen issues promptly
- Monitoring shared inboxes, managing due dates, and highlighting issues with your team
- Undertaking MK denials report and saving all relevant paperwork into TEAMS folders
- Sending order acknowledgments to customers in a timely manner
- Answering Incoming telephone calls promptly
- Supporting RSM's with queries when requested
- Obtaining required information for any credit checks
- Checking Daily Pre-Pick reports and liaising with customers to ensure correct customer order shipments. Changing order details accordingly to ensure and prevent unwarranted RMA's
- Taking ownership of orders that require RMA processing and processing received RMA requests promptly when notified
- Checking and matching customer PO order value to CRM quote if applicable

To be successful in this role, you should have:

- Experience working in a similar role where customer service is paramount
- Excellent understanding of customer service principles and practices
- An excellent telephone manner, with a high attention to detail, a problem solving right first time approach
- A self-starter and disciplined lone worker yet able to work well as part of a team, supporting colleagues and promoting excellent team spirit
- Confident in dealing with email/written queries
- A natural listener and problem solver who is both empathetic and patient
- High level of patience and empathy, remaining calm
- A proactive approach to building relationship internally & externally
- Proficient in using customer service software and CRM systems
- Ability to multitask and work in a fast-paced environment
- Flexible and adaptable to changing priorities and customer demands
- High level of accuracy in handling orders, preparing documents, and updating records to avoid errors and ensure smooth operations
- IT literate in a range of Microsoft and Google applications

What we offer:

We offer excellent development opportunities, a competitive salary and benefits including the following:

- Competitive salary
- 25 days annual leave (Excluding bank holidays)
- Company pension

- Employee Assistance/Wellbeing Programmes
- Life Insurance
- Company sick pay
- Benefit Central Access

Who we are:

Build a career with confidence

Carrier Global Corporation, global leader in intelligent climate and energy solutions is committed to creating solutions that matter for people and our planet for generations to come. From the beginning, we've led in inventing new technologies and entirely new industries. Today, we continue to lead because we have a world-class, diverse workforce that puts the customer at the centre of everything we do.

Our commitment to you

Our greatest assets are the expertise, creativity and passion of our employees. We strive to provide a great place to work that attracts, develops and retains the best talent, promotes employee engagement, fosters teamwork and ultimately drives innovation for the benefit of our customers. We strive to create an environment where you feel that you belong, with diversity and inclusion as the engine to growth and innovation. We develop and deploy best-in-class programs and practices, providing enriching career opportunities, listening to employee feedback and always challenging ourselves to do better. This is The Carrier Way.

We believe in people and their potential. If you are up for the challenge and want to be part of the energy transition, apply now!