



SIMBAZ GROUP LIMITED

www.simbazgroup.com

Position/ Job Title: Job Title: Sales Administrator

Job Summary:

The Sales Administrator is responsible for supporting the sales department by managing administrative tasks and ensuring the smooth flow of sales processes. This includes order processing, managing customer accounts, maintaining sales records, and coordinating communication between sales teams, customers, and other departments. The role requires strong organizational skills, attention to detail, and an understanding of sales operations.

Key Responsibilities:

- Process and manage customer orders, ensuring timely and accurate delivery of products or services.
- Maintain and update customer records in the company's CRM system, ensuring information is current and accurate.
- Handle customer inquiries, providing support and resolving any issues related to orders, deliveries, or billing.
- Prepare sales reports, forecasts, and presentations for the sales team and management.
- Assist in the preparation and execution of sales contracts, quotations, and proposals.
- Coordinate with other departments (e.g., logistics, finance, production) to ensure that customer orders are fulfilled accurately and on time.
- Provide administrative support to the sales team, including managing schedules, appointments, and meetings.
- Organize and maintain sales documents, including contracts, correspondence, and promotional materials.
- Monitor and track sales targets and performance, assisting in the implementation of sales strategies.

- Maintain inventory and manage stock levels for product availability, ensuring that sales teams have the necessary resources.
- Assist in customer relationship management by helping to resolve issues and ensure customer satisfaction.
- Communicate with external vendors or suppliers to support the sales process, including pricing and order details.
- Handle the preparation of invoices, credit notes, and other billing documentation.
- Coordinate and participate in sales meetings, preparing agendas, taking minutes, and following up on action items.

Qualifications:

- High school diploma or equivalent (bachelor's degree in business administration, Sales, or a related field is a plus).
- Strong proficiency in Microsoft Office Suite (Word, Excel, PowerPoint).
- Excellent organizational and multitasking skills.
- Strong attention to detail and accuracy.
- Excellent verbal and written communication skills.
- Ability to work under pressure and meet deadlines.