



01646 698833  
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www.glynedwards.co.uk  
glynedwardsofficeequipment  
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## Service/Sales Administrator

Milford Haven, Pembrokeshire

Full-time (but could be flexible)

### *Company Overview*

**Glyn Edwards Office Equipment Ltd** is an independent Office Equipment Dealer. Main product areas include managed print solutions of MFP's, Photocopiers, Printers & Scanners. Office Furniture & Seating, Safes, Stationery & Consumables along with Epos & Cash Registers. A Successful business operating since 1980.

### *Position Overview*

An experienced and professional individual with excellent communications skills and experience in general administration. Working generally within the service department co-ordinating and scheduling service jobs on a day to day basis and providing that vital link between sales and service.

### *Required Experience*

Previous experience in a customer focussed environment mainly via telephone and face to face along with administration experience and excellent knowledge of Microsoft office/Office 365.

### *Training*

Internal Training will be carried out on procedures and software used.

### *Salary*

The successful candidate will benefit from a competitive salary (which can be negotiable depending on experience and current circumstances). This is a full time, permanent position. Hours of work are generally 08:30-17:00 Monday to Friday, but flexibility may be a possibility.





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### ***Responsibilities & Requirements (Generally)***

- Taking service requests from customers, logging and scheduling along with orders
- Prioritising depending on equipment/customer/nature of call/location
- Obtaining and entering meter billings, closing calls and order conversion
- Invoicing of meter billings, service calls and orders
- Liaising with engineers and sales/management where required
- Proposing leasing for equipment sales
- Purchase ordering of parts and consumables and helping sales preparing quotations
- To continue our push to move all contract customers on to automatic meter collections and toner notifications software (MPS) along with automatic emailing of invoices.
- To monitor our MPS software daily and process all toner required orders
- Deal with problems as quickly and efficiently as possible
- Provide basic telephone diagnosis eventually to diagnose and clear, so no on-site visit required.
- To build and maintain customer relationships and provide a highly satisfactory service to customers
- To help with any CRM and Sales Pipeline software to manage machines coming to end of the lease to start sales cycle again.
- Good organisational & time management skills, enthusiastic & highly self-motivated
- Willing to help-out in other departments where required due to holidays/staff shortages/work-loads.
- Well presented, fast and keen self-learner and flexible approach to work
- Excellent interpersonal skills with can do attitude along with excellent telephone manor.
- Able to work with minimum supervision
- Full Driving Licence

A well written & detailed CV along with a non-generic covering letter specific to this vacancy would add significant weight to your application.

Please apply for this vacancy by sending your CV to [mark@glynedwards.co.uk](mailto:mark@glynedwards.co.uk). Alternatively, to apply online for this vacancy, please [click here](#)

