



Human Resources: Job Description

Title:	Sales Administrator
Contract/Permanent:	Permanent
Department:	Sales Admin
Reports to:	Sales and Logistics Manager
Salary Range:	TBD

The Company:

Martin Audio is one of the brands within the Focusrite family. Focusrite plc is a listed audio products Group that develops software / hardware products for the music generation market. There are now eight established brands: Martin Audio, Optimal Audio, Focusrite, Focusrite Pro, ADAM Audio, Novation, Ampify and Sequential.

Martin Audio enjoys an international reputation for supplying award winning, world class professional loudspeaker systems. It is renowned for integrity in design, technical excellence and longevity of product. Our mission is to create an exceptional sonic experience for the entire audience.

Location:

Martin Audio UK is situated in High Wycombe, with this site including Factory Production, Research & Development, Marketing, Sales, Service, Sourcing, and Central Functions (www.martin-audio.com).

General Position Summary:

An extremely customer focused role as you will be dealing with all our customers from dealers to distributors and also end users as you will be the point of contact for stock availability, pricing, overdue orders, shipping information and general customer queries. Working well within a team and being flexible to help out in other roles when required is key.

Essential Functions and Major Responsibilities:

- Sales admin for a territory – Order entry, stock allocation, raising picks, commercial invoices, arranging shipments – Int. courier/UK same day and next day etc.
- Pricing and stock availability enquiries
- General customer queries (Shipping/invoicing errors etc)
- Filtering incoming phone calls to the rest of the company
- Door entry and reception
- Managing demo stock
- Support the sales team/account managers.

Secondary Functions:

- Assist with other departments requirements around the office – i.e Marketing preparation for a show.
- Maintain office equipment, order supplies, including printer cartridges, ink, paper, photocopier.
- Liaise with external suppliers for “Sweets for life”, “The Sweet Shop”, “The Book People” etc
- Raise Loan Orders as required by the Sales Department.
- E-mail loan agreements to clients to cover all loan orders.
- Liaise with PSG to ensure that loan orders are adequately prepped.
- Manage all stock requisitions for Demo, arrange shipment of loan orders as required.
- Liaise with Sales to ensure prompt return of loans.



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- Organise meeting rooms and buffet lunches, refreshments etc for visitors and team meetings. Coffee machine etc
- Hotel bookings, taxis etc for staff and visitors
- Manage post, distribution of, mailing items, booking FedEx.
- Maintain company internal phone list.

Supervisory Responsibilities:

- None

Interpersonal Contacts:

- Daily contact with customers on the phone and by email, receiving visitors in reception.
- Liaising with other departments on a regular basis

Specific Job Duties:

- Proficient in Microsoft Office (Outlook, Word, Excel, Explorer) Excellent telephone manner and interpersonal verbal communication.
- Experience of using ERP systems preferable i.e. Access, SAP, Oracle etc
- Must have a professional approach and excellent communication skills.
- Strong work ethic and good attention to detail, must be a confident communicator and have good memory retention.
- Pressurized and demanding role especially at the end of each month, multitasking essential and able to remain calm under pressure.

Education:

- Previous experience within a similar working environment preferable but not essential. University or college graduate with a high pass in English & Maths required

Job Conditions:

You are expected to work at the company head office in High Wycombe on a full time basis 37.5 hours per week, over the standard working hours of 8.45am to 5.30pm, Monday to Thursday and 8.45pm to 4pm on Friday.

An hour is allowed for lunch Monday to Thursday and 45 minutes on Friday. On occasion you may be asked to work overtime, for which no remuneration will be given.

Initially this role will require part time attendance at the office and part time working from home. Exact days to be decided.

Benefits:

Comprehensive benefits package includes: Life Assurance, Income protection, Pension, Bike2work scheme, 25 days holiday increasing with length of service, staff discount on company products.