



Job Description – Customer Service Sales Administrator

Reporting to: Customer Service Manager
Base: Peterborough Office- Sales team
Hours: Monday to Friday, from 9.00am till 5.00pm (totalling 35 hours per week)

About Us

The Road Transport Industry is a dynamic, business critical sector upon which the UK economy depends. The Road Haulage Association (RHA) is the only UK trade association dedicated solely to the needs of UK road transport operators. It is the voice of the road haulage profession, a champion of its interests and a respected partner to the broader logistics community. We represent approximately 7,000 member companies.

The main purpose of the role is to support with administrative and customer service tasks to enable the team to target new members and increase the membership numbers within the organisation. The role will also support the RHA shop with various administrative tasks to support its members.

We are looking for a confident person with a great telephone manner, excellent attention to detail and experience of working within a thriving sales environment.

Main administrative duties and responsibilities include:

- Inputting and amending data on systems
- Dealing with enquiries effectively and timely
- Checking information on data systems
- Answering phones and responding to emails
- Sending out information packs to new members
- Prompt and effective handling of customer service issues
- Processing Sales invoices and credit notes as and when required
- Processing new members
- Assisting with the day to day processing of RHA shop orders
- Coverage of the reception role for breaks and holiday cover throughout the year
- Other administrative tasks as directed by the Customer Services Manager

Key Skills:

- Good telephone manner, with excellent communication skills
- Excellent organisational and administrative skills
- Great attention to detail
- Self- motivated with the ability to work on own initiative
- IT literate particularly in the use of Microsoft Office software
- The ability to work within a productivity range
- Deliver First class customer service at all times

General Responsibilities:

All employees of the RHA have the following responsibilities:-

Health and Safety

- To take responsibility for your own health, safety and welfare, being conversant and ensuring compliance with the organisation's policies and procedures

Training and Development

- To undertake all reasonable training, learning and development activity designed to support you in your role

Diversity and Equality

- To be responsible for your own behaviour and act in a manner that avoids and discourages any form of discrimination or harassment

Quality Policy

- To be responsible for the activities required to support the organisation's Quality Policy