

**Sales Administration**

* Market leading Australian Heat Transfer Systems manufacturer
* Providing professional, accurate and timely customer service and sales support
* 4 Days per week 9:00am to 3:00pm

Air Radiators is an award-winning Australian Manufacturer, providing specialised Heat Transfer systems for mobile and stationary applications. With over 40 years of industry experience and an impressive list of Australian and International customers, we have a highly regarded reputation for delivering top quality Heat Transfer systems.

Reporting to the Sales Manager, you will be part of the sales team. You will be responsible for the management of incoming customer orders through the Pronto ERP system. Advocating for our customers internally and supporting the sales team to provide our valued customers with a great service.

**Key responsibilities include:**

* Management of incoming customer enquiries via telephone or email
* Responding to customer enquiries providing detail on schedule availability, pricing, freight, and delivery
* Resolution of customer concerns including effective communication internally on customer requirements
* Management and processing of customer warranty claims
* Sales order processing of customer PO’s and schedules
* Coordination of lead times and delivery dates with Production Planning
* Prepare and issue customer order acknowledgments
* Assist the sales team in organising sales events and trade shows
* Assist with general administration tasks as required and daily Sales reporting
* Collation of Sales Team KPI’s

**Key skills and experience required**

* Three to five years’ experience working in a sales team customer service role
* Proven customer service skills
* Strong computer skills – ERP/MRP, MS Word, excel and PowerPoint
* High attention to detail
* Customer-centric
* Excellent communication skills, both written and verbal
* Self-managed with good ability to prioritise workload

For further information on who we are and what we do, visit our website: [www.airradiators.com](http://www.airradiators.com)

**Email Applications to:** [recruitment@airrads.com.au](mailto:recruitment@airrads.com.au) with **Sales Administration** in the subject line.