

JOB DESCRIPTION – Sales Administrator

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| **Job Title:** Sales Administrator  **Name of Job Holder:** | | |
| **Company:** Freckleface Home Fragrance Ltd | **Dept:** Head Office | **Location:** Unit 4, Tate Business Park, Dozens Bank, Spalding, Lincolnshire PE11 3LX |
| **Key Activities:**   * Dealing with daily queries from our trade & direct consumer customers regarding their orders, via phone and online. * Processing trade orders in a timely manner * Resolving queries for trade customers * Admin support for the sales office as needed * Maintaining database of contacts and keeping CRM system updated * Processing online trade account requests in a timely manner * Ensuring our map of Stockists is kept up to date using our graphic designer to support * Supporting & attending all sales activities/trade shows as needed by the business. * Accurate record keeping * Support to Sales Managers with any tasks required | | |
| **Key Skills Required:**   * Enthusiastic and positive attitude * Must like working for a fast-growing ever-changing business * Can do attitude. Adaptable as the role changes and grows * Great customer service manner * Excellent communication skills and phone manner * IT proficient (Microsoft applications) * Ability to manage own workload | | |

### Updated September 2025