

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
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| **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
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### Updated September 2025