

**Job Title: Sales Coordinator**

**Location:** Michael Anastassiades office, 115 Old Street London

**Job Type:** Full-time, office based, 6 month contract with a view to becoming permanent

**Reports To:** Sales Operations and Service Manager

**Dotted line:** Head of Sales

**Job Overview:**

We are seeking a highly organised and proactive **Sales Coordinator** to manage a varied set of sales administrative support tasks (e.g. order processing, invoicing, shipping coordination etc). This role is essential for ensuring seamless customer service, efficient sales operations, and effective communication between internal teams, customers, and agents. Working within a small close-knit team, you will work closely with your line manager, the Sales Operations & Services Manager. If you are organised and proactive, and would thrive in a fast-paced environment, this could be the perfect opportunity for you.

**Key Responsibilities:****Customer Communication & Sales Support**

- Manage and respond to general inquiries from the company inbox, ensuring prompt and accurate replies.
- Prepare and send customer quotations in line with pricing guidelines and client requirements.
- Chase older quotes and proformas, removing outdated ones from NetSuite.
- Oversee end-to-end sales order processing, ensuring accuracy and efficiency.
- Follow up on open orders and pending payments to ensure timely completion.

**Order Processing & Logistics**

- Obtain and compare shipping quotes to ensure cost-effective and timely delivery.
- Notify customers when their orders are ready for collection, providing accurate shipping weights and dimensions.
- Coordinate despatch notifications and send tracking information to customers.

**Returns & Repairs Management**

- Assist with product returns, including logging and tracking progress.
- Communicate with customers regarding return statuses and facilitate necessary replacements.
- Coordinate product repairs, including providing photographic evidence and issuing write-offs or new orders as needed.

**Reporting & Administrative Support**

- Identify and contribute with potential improvements in the internal processes.
- Send payment confirmations to clients as well as follow up on outstanding balance payments to avoid dispatch delays.
- Provide administrative support in liaising with the Studio projects.
- Support with production of sales materials (e.g. pricelists, catalogues, presentations, sample boxes etc) as well as maintaining the server with relevant updates.
- Regular concise reporting to Sales Operations & Services Manager, as well as wider reporting to sales team.
- Support internal teams with various tasks and responsibilities.

**Agent & Client Coordination**

- Serve as a liaison for agents, ensuring smooth communication and execution of customer requests in their territories.
- Act as the point of contact for shipping-related inquiries, working closely with our shipping partner and customers to resolve any issues.

**Sales Project Management**

- Work closely with outbound sales team as a support with specifiers and high-net-worth clients on contract and/ or custom projects, ensuring smooth internal communication and coordination with our design and production teams; initial evaluation and quotation to the point of sale.

**Team Collaboration**

- Work closely with the sales, product and operation teams, regularly updating project progress, and contributing to achieving individual and team targets.

**Required Skills & Qualifications:**

- Strong organisational skills with the ability to manage multiple tasks simultaneously.
- Excellent communication skills, both written and verbal.
- Experience not necessary but strong desire to work in sales is essential
- Familiarity with NetSuite or similar ERP systems is a plus.
- Proficiency in Microsoft Office (Excel, Word, Outlook).
- Attention to detail and problem-solving abilities.
- Ability to work independently and as part of a team.

**Why Join Us?**

- Opportunity to work in a dynamic and supportive team.
- Role based in London, sitting in the small sales team.
- Competitive salary and benefits package.
- Professional growth and development opportunities.

If you are a detail-oriented professional with strong administrative and coordination skills, we would love to hear from you! Apply now by submitting your CV and cover letter to [jobs@michaelanastassiades.com](mailto:jobs@michaelanastassiades.com)