

**Job title**

Sales/Processing Administrator

**Company name and postcode**

Dempsey Dyer

Units 11-13, Langthwaite Business Park, South Kirkby, Pontefract WF9 3AP

**Job summary**

(Outline of the job description including key responsibilities and detail of the skills the young person will develop and details of homeworking. Please provide as much detail as possible Please do not use bullet points)

Provide customers Services from opportunity to order stage, provide timely and accurate window, door quotations and orders using the "Business Micros and Klaes" system. This will include understanding specifications and interpreting requirements to ensure cost effective solutions are provided. Liaising with customers on a daily basis offering technical support and assistance, Processing customer quotes and orders, Entering jobs into our system, Chasing up on existing quotes Offering a professional service via telephone and email, meeting team sales targets, General office duties, such as filling, dealing with pricing queries, quoting customer and raising sales orders.

**Essential skills, experience and qualifications** (please do not use bullet points)

The successful person will be self-motivated, highly organised and have good people skills. Excellent communication, written and I.T skills are essential. No formal

qualifications are required but GSCE English and Maths, level 5-9 would be beneficial.

**Job category (DWP use only)****Number of hours per week**

25 hours

**Working pattern and contracted hours** (including any shift patterns)

Monday - Friday 09:00-14:00 (there is some movement if needed)

**Hourly rate of pay**

National minimum wage

**Details of employability support** (training opportunities/mentor)

The participant will spend some time with the manager initially gaining general office skills and training on phone skills. They will then be buddied up with a mentor to gain skills on our

I.T systems to  
be able to  
process  
windows and  
doors