

**JOB DESCRIPTION**

<b>Job title</b>	Sales Support Representative
<b>Reports to (title)</b>	Commercial Director
<b>Location</b>	Seko Logistics – Southampton, UK
<b>Department</b>	Southampton Office

**Job purpose - General summary and scope**

The primary goal is to support new and existing customers by working with the sales and operations team by monitoring and taking responsibility for a shared mailbox and any incoming enquiries via email, telephone or website live chat.

**Key duties and responsibilities**

Description
<ul style="list-style-type: none"><li>• To monitor and take responsibility for a shared mailbox and any incoming enquiries via email, telephone or website live chat</li><li>• Processing multimodal quotes for the sales team</li><li>• Ensure follow up on existing and new customers quotes</li><li>• To create tariffs for regular and new business accounts</li><li>• Share market data with existing and prospect accounts</li><li>• Provide general customer service for any existing or new customers</li><li>• Supporting sales executives with administrative tasks</li><li>• liaise with overseas freight forwarding partners to create solutions for clients</li><li>• Any other tasks and/or administrative support required by the directors</li></ul>

**Qualifications and key skills required**

To include:

- Excellent communication skills
- Ability to interact at all levels
- Sound understanding of freight forwarding operations and logistics capabilities
- A pro-active attitude
- Minimum six months experience in a freight forwarding position

### **Other Duties**

- To apply and practice unit rules and regulations
- To apply and practice Health and Safety instructions and regulations
- To apply all Statutory requirements as instructed
- Embrace, demonstrate and promote good customer service at all times
- Undertake a programme of personal development in line with the company process
- To protect and ensure the security of the building and the goods and items within it, including information and customer information.
- Undertake any other duty deemed reasonable by commercial and operations director

### **Benefits for this position**

- Up to 25 days holidays
- Commission
- Defined contributions pension
- Free Car Parking
- Training

### **Working Conditions**

Working conditions may include working with challenging clients, working to tight deadlines and in a highly targeted fast paced environment. The job holder is required to adequately manage themselves in an environment with the pressure of a fast paced and highly targeted work environment and to communicate any excessive pressure or other types of demands.

### **Additional information**

This job description sets out the current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed. Agreement to this job description does not confirm employment status. Employment or worker status will be confirmed alongside all notable terms, within the offer letter and contract of engagement or worker agreement.