
Arbil Limited | Job Description



Date issued: April 2023

Job title: Sales & Service Administrator

Accountable to: Rail Operations Manager; Directors

Division: Rail

Location: Lye

Job Purpose:

Arbil Limited, a well established business with ambitious growth plans, is looking to recruit a full-time Sales & Service Administrator for its Rail & Service Division based in Lye, West Midlands.

Working as part of a small team in a fast paced environment the successful candidate will provide high quality service administration and sales support to the department.

Accountabilities:

Key Duties & Responsibilities

- Inputting sales and repair quotations on to Sage system.
- Production of delivery paperwork, invoices, test certificates and purchase orders.
- Production & completion of works orders
- Dealing with customer & supplier enquiries
- Prioritising Engineers work flow
- Organising transport logistics
- Managing diaries for on-site Engineers
- Monitoring and maintaining price files as appropriate
- Liaising with other team members and departments
- Provide support and assistance to the Operations Manager & Rail Sales Controller
- Carrying out general admin. and office duties

Essential Requirements for Job at Competent Level of Performance:

- Previous experience in a sales administration role and/or service environment
- Excellent organisational and problem solving skills
- High attention to detail
- Ability to multi-task and prioritise under pressure
- Excellent communication skills with stakeholders at all levels.
- Excellent time-management skills with a flexible approach and a 'can do' attitude
- Proficient in the use of Microsoft packages including Word, Excel & Outlook
- Proficient in the use of CRM systems . (Knowledge of Sage an advantage)

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- A flexible and conscientious approach to work in order to meet deadlines & targets
- Pleasant approachable manner
- Knowledge of the Rail Industry an advantage
- Flexibility that includes the potential to assist other departments and locations within Arbil
- Ability to form constructive relationships with colleagues across the group and to interact with Corporate functions such as Finance, Marketing and QA / H&S
- UK driving licence to undertake travel to customers, suppliers and other relevant parties

Experience Required:

- Rail Industry - Sales or Service (preferably both) and Hire
- Customer account management

Personality:

- Self motivated and able to work under own initiative
- Conscientious approach
- Experience and maturity to ensure commercial success

Communications:

- **Internal:** Staff at all levels including members of other divisions and those in corporate roles
- **External:** Customers (existing and potential), suppliers, and all other relevant stakeholders