

Job Specification

Job Title

Sales Support Administrator

Department

Orders Department

Who We Are

Boston Limited has been providing cutting edge technology since 1992 using Supermicro® building blocks. Our high performance, mission-critical server and storage solutions can be tailored for each specific client, helping to create your ideal solution. From the initial specification, solution design and even full custom branding – we can help you solve your toughest business challenges simply and effectively.

Since its founding in London, UK, Boston has expanded operations globally. Following on from the successful launch of Boston IT Solutions India in 2009, Boston launched Boston Server & Storage Solutions GmbH in Germany a year later, with offices also opening on the West and East coast, USA in 2012.

Boston's high performance, mission-critical server and storage solutions can be tailored for each specific client. We help you create your ideal solution - customising the specification, design and even full custom branding - helping you solve your toughest business challenges simply and effectively.

What it means to work for us

We endeavour to be the best in our field and to achieve this we look for a range of talented individuals, ensuring that they feel valued throughout their employment with us – because we want our team members to get up in the morning excited to come to work – where work doesn't feel like work! Through great workplace practices and ensuring our employees are well-supported and encouraged to continuously learn and grow.

As an employee of Boston, you can look forward to working in a dynamic environment where no two days are the same. The workforce is lively and enjoy benefits such as;

Pension scheme

Healthcare Insurance

Life insurance

Regular Companywide team building activities and events.

Perkbox

Weekly free fruit deliveries

Cycle Scheme

Subsidised gym memberships

Employee of the Month / Year

Flexible working scheme

21 days holiday excluding bank holidays which can go up to 30 by earning more over time.

Amongst a wide range of other initiatives

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Job Description

The key responsibility of the Sales Support Administrator is to process orders through our internal system and maintain strong communication with their customers to ensure they are updated throughout the order timeline up until delivery. The motivation within this role is to provide the best customer experience.

In order to be successful in this role an understanding of the overall operational processes is critical. This will entail building strong relationships internally with other departments. Sales, Purchasing, Logistics and Production are a few of the key departments Sales Support need to work closely with to monitor the status of their orders so they can provide accurate updates to their customers.

Some customers work to tight deadlines and have very specific requirements with their customised goods, delivery needs, install dates etc. Therefore, the right candidate for this role is somebody who enjoys administrative tasks, problem solving and has strong communication skills. Attention to detail and being organised are critical skills needed to excel in this role.

There is a lot of room to grow in the Orders Department and we encourage individuals who want to progress by focusing on their development and ensuring their strengths are being utilised.

Skills and Tasks:

- Adding & setting up new customers to the system.
- Ensuring orders are processed, making sure stock arrives within expected timescales and any delays are dealt with appropriately.
- Liaising with Purchasing to order stock. Request updates on lead times for outstanding stock.
- Checking that all orders are correct & ready to ship on the system, prepare/check any additional documents before shipping.
- Communicating with the Build Department to ensure all production orders meet the required date/deadline for the customer.
- Maintaining visibility of component ETAs to ensure we are in line with customer delivery date expectations.
- Updating our internal back-order manager with ETAs from our purchasing team.
- Checking through invoices received from our main supplier & comparing them to our internal back-order manager.
- Updating and sending individual back-order reports to customers as required.
- Asking for physical stock checks with our warehouse department when required.
- Working out shipping costs with our logistics team.
- Checking tracking details daily.
- Building relationships with specific customers and keeping in regular contact to keep them updated with their orders.
- Conduct weekly meetings with UK Sales representatives to update them on their customers' orders.

- Sending pre-payment links to customers who aren't set up with a credit account.
- Processing direct shipment orders.
- Processing SOR (Sale or Return) orders.
- Asking customer's for required information such as confirmation on delivery charges, delivery address' & any warranty details.
- Assisting with travel arrangements for meetings/events.
- Communicating with accounts to override orders, credit account approval & leasing deal approvals.
- Ensuring customer accounts are being dealt with efficiently & proactively.

Last reviewed 14/04/2023.