



## Job description Administrative Sales Assistant (Supporting Italy)

### *Objective and General Description*

In the position of Administrative Sales Assistant you will be part of our Inside Sales Team (based in Zaandam, The Netherlands), specifically focused on Italy. You will be an important part within the organization connecting the dots between sales, finance and logistics. You are actively contributing to improving customer satisfaction. This job is requesting flexibility and being able to do versatile tasks, keeping in mind certain priorities within the current procedures.

You will be reporting to the Inside Sales Manager.

### *Tasks*

- Answering incoming phone calls and assist on customer questions, as well as registering calls and assign follow-up actions towards your colleagues;
- Entering sales orders in ERP system Sage;
- Checking our ERP system Protean for real-time availability of certain items;
- Creating and sending out intercompany orders in/from Sage;
- Acknowledging sales orders to customers from Sage;
- Informing customers pro-actively with regards to delays in supplies;
- Monitoring and uploading of documents onto digital customer portals;
- Drafting up and sending out straightforward quotations in Sage, after having received instructions from your Inside or Outside Sales colleagues;
- Documentation with regards to (project) orders. Examples are a Certificate of Conformity, Food Grade, Certificate of Origin, PED, ATEX, CE, etc. You will be supporting both the consumables as well as the project teams with Envirogen;
- Supporting the team in progressing incoming emails in the general inbox. Making sure we handle and answer those emails. So, this means you are transferring this over to one of your colleagues, or handle it yourself directly:
  - Orders
  - Requests for Quotation
  - OrderstatusThis is also applicable for the incoming phone calls;
- In case of absence of your Italian speaking colleagues, we expect you to pro-actively step up and do whatever is necessary to keep our customers pleased.

### *Skills*

- (Native) Italian speaking and writing, as well as Dutch or English, in both written and speech;
- MBO-3/HAVO level
- Hands-on with ERP systems and MS Office;
- Pro-actively come up with internal improvement points;
- Social skills towards external and internal customers.

### *Job Group (Union - CAO)*

The employee will start in group five as stated in the "CAO Metaal en Techniek".