



## Job Description (February 2019)

<b>Job Title</b>	<i>Sales Administrator, Aggregate Manufacture</i>
<b>Department</b>	Carbon8 Aggregates, Brandon
<b>Reports To</b>	Aggregate Sales and Development Manager
<b>Responsible For</b>	Logistics and administration
<b>Interacts With</b>	Aggregate Sales and Development Manager, Head Office and Site Administration staff, Leadership Team, Customers and Suppliers
<b>Hours of Work</b>	37.5 hours per week 08:00 to 16:30, Monday to Friday with an hour's break. Key-time hours also considered.

<b>Job Purpose</b>
<p>Reporting to the Aggregate Sales and Development Manager, the job holder will need to build strong relationships with external customers and hauliers to ensure customer service and satisfaction levels are kept at the highest possible level, whilst keeping an objective and balanced view that Carbon8 is achieving 'best value'.</p> <p>A close working relationship with the leadership and administration team is vital to ensure that all administration, sales records and haulage reports are processed and maintained in an accurate and diligent manner.</p> <p>The role will, by its very nature, expose the individual to a high level of confidential information which needs to be treated and maintained with the upmost confidence.</p>

<b>Key Duties</b>
<p><b>Sales Administrator:</b></p> <ul style="list-style-type: none"> <li>• Deliver excellent customer service at all times.</li> <li>• Maintain and record all inward and outward deliveries to/from the sites and checking and verifying against various supplier invoices. Whilst some systems already exist for recording deliveries, these need to be consistently reviewed, improved and standardised as appropriate.</li> <li>• Act as the first point of contact for customer and hauliers invoice/statement queries and if, unable to resolve these, forward them to the appropriate person.</li> <li>• Liaise with sites to make sure deliveries take place as requested by customers.</li> <li>• Arrange haulage for customers when they order materials.</li> <li>• Assist Aggregate Sales and Development Manager with generating customer quotes.</li> <li>• Assist in the production of various monthly reports for the Leadership Team and Carbon8 Board.</li> <li>• Monitor deliveries and collections from all 3 sites.</li> <li>• Deal effectively and efficiently with customer complaints.</li> <li>• Set up new customers on the Company's sales and accounts systems.</li> <li>• Organize schedules and appointments.</li> <li>• Assist in ensuring that the office is maintained in a clean and tidy condition.</li> <li>• Develop good working relationships with external stakeholders and suppliers in a professional</li> </ul>

manner to ensure the best interests and reputation of Carbon8 are preserved and enhanced.

- Maintain a high level of awareness within the site for Health, Safety, Welfare and Security matters and in this respect, lead by example and take a proactive approach.
- Other duties, such as ad-hoc projects, as dictated by the Aggregate Sales and Development Manager and within the skills and knowledge of the jobholder will be expected from time to time.
- A willingness to learn new skills and to provide holiday and sickness cover as and when required.

#### Key Skills / Experience

- The ability to demonstrate strong communication and people skills.
- Communicate clearly and concisely at all times, both in writing and verbally, with high importance placed on providing excellent customer/supplier service.
- Accurate, diligent, organised and conscientious.
- Being able to keep certain tasks and information confidential and private.
- Willingness to be innovative, work under their own initiative, with strong organisational skills,
- Being able to plan, prioritise and organise various tasks at the same time.
- Sound judgment skills with a rational and flexible approach to work.
- Must demonstrate deductive reasoning, analytical thinking and problem-solving skills.
- Computer literate with a high level of numeracy and literacy skills and proven experience with the various Microsoft Office applications.
- Self-motivated and a willingness to learn new skills.
- Able to demonstrate a good and positive attitude towards Health and Safety.

#### Desirable Skills / Experience

- Knowledge of the waste, aggregate or haulage market.
- Experience in accounts administration and purchase ledger.

If you are interested in this position, please email your CV and salary expectation to [careers@c8a.co.uk](mailto:careers@c8a.co.uk) or visit our website [www.c8a.co.uk/careers](http://www.c8a.co.uk/careers) where you can download an application form.

**CLOSING DATE FOR APPLICATIONS FOR THIS ROLE: FRIDAY 8<sup>th</sup> MARCH 2019**

Norfolk House  
High Street  
Brandon Suffolk  
IP27 0AX  
+44 (0)1842 812229  
[info@c8a.co.uk](mailto:info@c8a.co.uk)  
[www.c8a.co.uk](http://www.c8a.co.uk)



2013 Winners  
Innovation Award



Best Recycled Product



Certificate Number 11259  
ISO 9001  
ISO 14001  
OHSAS 18001

Carbon8 Aggregates Limited  
Registered # 07247345  
Registered office:  
Montague Place  
Quayside  
Chatham Maritime  
Chatham  
Kent, ME4 4QU