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Job Specification	Vacancy – December 2021	Operations Co-ordinator
<p>General Role Responsibilities:</p> <ol style="list-style-type: none">1. Acting as a central liaison / coordination contact across all primary departments within the organisation, including Sales, Technical and Finance teams.2. This role has sole responsibility for, and manages, the end to end sales order process on behalf of the organisation. Proactively requesting and processing all new business and renewal quotations and communicating upcoming opportunities to the Sales team, on a monthly basis.3. This role has responsibility for managing the renewal contracts and associated licensing for all managed accounts. Taking responsibility for the full renewals cycle; this includes liaising with key stakeholders on behalf of the Account Manager, again adhering to SLA's and internal processes.4. Act as the main point of contact for distributors and suppliers, establish and maintain strong working relationships to ensure effective and timely fulfilment of customer quotes and orders, including dispute resolution regarding for example, delivery or pricing queries.5. Act as the main support function between the internal teams, holding regular meetings with the technical account manager regarding customer account activity to drive quotation activity.6. Develop an understanding of the various product offerings and pricing structures of main vendors and suppliers.7. Proactively chase outstanding renewals, purchase orders and invoices from customers, obtaining quotations, invoices and licences direct from suppliers.8. Ownership of logging new deal registrations and reminders for expiring registrations to the Sales team. Ensuring that expiring registrations do not lapse and that diary reminders are in place. Progress all open deal registrations to ensure that applicable discounts received.9. Submission of regular and ad-hoc reporting to the Sales team as required. <p>Key Attributes</p> <ul style="list-style-type: none">• commercially minded with experience within the IT Sector and a sales environment is essential, within a renewal's role is preferred.• adaptable and personable with the ability to thrive within a fast-paced environment.• passionate, resourceful and tenacious individual.• excellent communicator with the ability to work effectively as part of a team, as well as driven to work on individual projects.		

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- organised and analytical, with an eye for process improvement, with meticulous attention to detail and a methodical approach.
- self-motivated and driven to deliver over and above what's required with a positive, 'can-do' attitude to deal with a varied and a busy workload.
- Full training would be provided on our business management software however to be successful you will enjoy and have proven experience of using software to deliver in past roles along with high proficiency of Excel (ideally Lookups, Formulas, Pivot Tables etc.)