



# Role Description

Role Description	Commercial Administrator - Regional
Document owner:	Chief Commercial Officer
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Keep informed:	Commercial Administrator - Regional

## 1. Overview

Reporting to the Senior Commercial Manager within their region, the Commercial Administrator is responsible for maintaining and recording sales leads, both ordering and organising marketing stock and managing demonstration stock as well as supporting with repair and new order sales enquiries, and with the organisation of exhibitions. In addition, the Commercial Administrator will be responsible for liaising with the UK team to support with general office administration.

## 2. Duties and responsibilities

### 2.1. Commercial Administration

- Accurately enter, maintain and update leads in the leads and opportunities database.
- Send out new leads to commercial managers and channel partners for follow up.
- Respond to customer enquiries, dealing with queries or escalating, as necessary.
- Providing daily and monthly updates on sales performance to the commercial business managers and commercial director.
- Support the product marketing executives in the organisation of exhibition bookings including, booking floor space, electricity, cleaning, shipments, and accommodation.
- Manage storage of exhibition material, including posters, exhibition stands, product samples etc.
- Oversee stock of exhibition dummy units and other product samples.
- Organise and maintain stock of branded marketing material such as corporate products, brochures, and data sheets.

### 2.2. Demonstration stock

- Securely manage physical demonstration equipment in accordance with company processes to ensure that products are available both internally and externally when requested.
- Coordinate with teams across the organisation to ensure demonstration stock is tested and prepared as necessary for exporting worldwide.
- Provide accurate and timely information to shipping teams to ensure a smooth process when both exporting and importing demonstration stock.
- Ensure that all internal and external demonstration stock requests are dealt with promptly and maintain accurate records of all requirements including pre and post loan paperwork.
- Coordinate with internal and external users of demonstration stock regarding any damaged or missing items.

### 2.3. Sales and Relationship Management

- Act as a central port of call for channel partners across all AOF who need to contact OxTS for queries on returns. Work closely with Commercial Managers to ensure Channel Partners receive a high level of service from OxTS.
- Provide support to OxTS Commercial Managers to ensure customer service levels are always met, e.g., access to product data and sharing customer queries via email and phone.
- Ensure all purchase orders for new sales have accurate and necessary information including pricing and end user information before passing to the Export Team for processing
- Communicate with Channel Partners and Direct customers to amend POs where necessary to ensure their accuracy for Export purposes.
- Use information from the Export team to provide information to channel partners on production capacity.
- Maximise sales for the OxTS returns business by working closely with channel partners to promote and schedule repairs and calibrations, ensuring returns orders are priced appropriately and delivering a high level of customer service
- Provide visibility of expected returns business with regular updates to the returns 'plasma' scheduling board based using timely information.
- Coordinate with Operations to determine work required on units that have been returned for repair and provide end users and representatives with accurate quotations

### 2.4. Office Administration

- Answer incoming telephone calls and email communications in a professional manner and distribute calls/emails or take messages, as necessary.
- Ensure that the facilities are presentable at all times.
- Support the UK team with the maintenance of the company vehicles, ensuring that the relevant insurances and covers are in place.

### 2.5. General

- Other duties as agreed.

## 3. Revision History

Revision	Changes
220512	AB: Document Created