

Dealer Support Administrator

Summary

CONFIDENTIAL

We currently seek to recruit a Dealer Support Administrator to join our experienced team. The primary function of the Dealer Support Administrator role is to administer the order processing, financing and machine delivery for McCloskey International group products.

Main tasks & responsibilities

- Administer and create customer quotes, sales orders & work orders via CPQ.
- Receive information to prepare orders set a clear understanding of production processes in order to provide accurate orders.
- Communicate order changes & updates to all internal parties.
- Fully understand internal sales processes & transport roles, to provide cover in each discipline.
- Operate ERP & CPQ systems.
- Ensure final file documentation meets company audit & compliance requirements prior to handoff.
- Present a professional work ethic & image at all times, internally and externally.
- Maintain excellent communication within company departments.
- Monitor & evaluate all order and sales processes.
- Manage and create sales order reports.

Location/Site

Coalisland, Dungannon

Department

Customer Service

Reports to

Sales & Customer Service

Responsible for

Customer Service Administration

Desired Education & Background

- Proven industry experience with excellent customer service skills and focus.
- Must be excellent in MS Office (specifically excel) with invoicing experience.
- Outstanding communication (oral/written) skills required including vertically and horizontally.
- Be able to work in a fast-paced environment and have a positive “can do” attitude.
- Self motivated and a confident decision maker with ability to apply solutions.
- Ability to manage and co-ordinate changing priorities and have high standards of multi-tasking.