CT - German Export Sales Assistant

Placement: CT - German Export Sales Assistant
Location: Northamptonshire
Application Deadline: 14th March 2018

Vacancy Description

Start Date: April 2018
Duration: 6 months or longer

The Host Company
The host company is one of the UK’s leading suppliers of tableware, kitchenware, drinkware and serveware products and is a market leader in setting strong trends for Housewares and Tabletop. Their customer base includes department stores, independent cookshops and stores, specialist stores, garden centers, supermarkets, DIY stores, discounters and internet stores in the UK as well as over 60 countries worldwide.

The Placement
To provide administration support to the Export Sales Team, preparation for client appointments and efficient organisation of the sample process. Assisting with New Product Development and communicating with customers as directed by the Export Sales Manager and Assistant

Objectives / Responsibilities:

- Arranging timely dispatch of all customer samples, to include ordering of samples from the warehouse or the Far East office. Obtaining relevant authorities and approvals as appropriate. Completion of associated administration and reporting procedures.
- Take receipt of sample orders, ensuring relevant approvals are obtained, details are logged onto relevant trackers and missing items are chased as appropriate.
- Accurate and timely completion of customer and in house line forms e.g stock reservations, purchase orders, product set up forms and critical path trackers. Obtaining relevant information as required.
- Tracking and chasing of art work job sheets and orders through to completion ensuring customer and internal deadlines are met and relevant parties are communicated with throughout the process.
- Assist in preparation for customer appointments as directed by the Export Sales Manager and completion of associated administration procedures.
- Maintaining efficient and up to date filing systems for ease of reference and auditing purposes
- Assisting with International Trade Exhibitions as directed by Export Sales Manager.
- Responding and where appropriate resolving customer enquiries under the direction of Export Manager / Assistant.
- Liaison with Far East team on items such as samples, outstanding orders, product information and providing customer feedback.
- General housekeeping duties, maintaining samples area, making refreshments, ensuring work is conducted in a clean, tidy and professional environment.

The Ideal Student

- Studying towards a degree in Business Administration or International Business or similar
- Good level of PC Skills i.e. Microsoft Office - Word, Excel, Outlook etc.
- Good telephone manner, confident and friendly personality.
- Previous office administration experience working in a similar environment, preferably in sales.
- Ability to speak a different language (German, Spanish, Dutch, French are the main ones), or has previous experience of dealing with European and other countries where English may not be the customers first language.
- Works on own initiative and with limited supervision, seeks advice where necessary to establish correct course of action.
- Analytical and problem solving ability.
- Ability to work flexibly according to customer requirements and departmental needs
- Attention to detail and delivers a high level of accuracy.
- Customer focused approach, professional and or previous experience of dealing with customer complaints and enquiries.
- Supportive to team members and work colleagues to ensure customer needs and business requirements are met.
- Well organised and structured approach to assigned tasks, demonstrates the ability to prioritise and meet required deadlines. Demonstrates the ability to work under pressure.
- Effective communication skills both verbally and written.

Interested candidates contact to: ispo@emc-dnl.co.uk or register in our website www.ispo.co.uk