Job Title: Sales Administrator
Location: Manchester, UK
Employment Type: Full-time, Permanent
Working Hours: 37.5 hours per week
Salary: £41,700

Job Purpose
The Sales Administrator will be responsible for providing administrative and operational support to the company's sales activities, ensuring customer orders are accurately processed, sales records are maintained and products are delivered within agreed timescales.

The successful candidate will coordinate with customers, suppliers, warehouse personnel, PC assembly technicians and delivery providers to ensure the efficient processing and fulfilment of orders received through our website and online marketplaces.

The role requires strong organisational skills, attention to detail and the ability to manage multiple tasks in a busy e-commerce environment.

Key Duties and Responsibilities
1. Sales Order Processing and Administration
- Process customer orders received through the company's website, Amazon, eBay and other online sales platforms.
- Review and verify customer order details, product specifications, quantities, pricing and delivery information.
- Prepare and maintain sales orders, invoices, order confirmations and related documentation.
- Ensure customer orders are accurately recorded and updated within the company's order management systems.
- Monitor outstanding orders and coordinate with relevant departments to ensure timely fulfilment.
- Identify and resolve order discrepancies, incorrect product details and administrative issues.
- Maintain accurate records of completed, pending, cancelled and returned orders.

2. E-commerce Sales Support
- Provide administrative support for the company's online sales operations across multiple e-commerce platforms.
- Monitor incoming orders and coordinate their processing according to customer requirements and delivery deadlines.
- Assist in maintaining accurate product information, pricing and stock availability across online sales channels.
- Liaise with internal departments to resolve order-related enquiries and processing delays.
- Monitor order status and ensure relevant information is accurately updated on the appropriate sales platforms.
- Support the efficient administration of online sales transactions and marketplace fulfilment procedures.

3. Customer Communication and Coordination
- Respond to customer enquiries relating to orders, product availability, delivery schedules and order status.
- Provide customers with accurate information regarding Gaming PCs, Office PCs and related IT products.
- Liaise with customers to clarify order specifications, delivery requirements and other relevant details.

- Coordinate with internal teams to resolve customer concerns and order discrepancies.
- Maintain professional communication with customers through email, telephone and online marketplace messaging systems.
- Ensure customer correspondence and order-related communications are appropriately recorded.

4. Inventory and Purchasing Administration

- Liaise with warehouse and inventory personnel to confirm stock availability for customer orders.
- Assist in preparing and processing purchase orders for computer components, peripherals and related IT products.
- Maintain accurate records of stock movements, incoming deliveries and product availability.
- Coordinate with suppliers and internal departments regarding purchasing requirements and expected delivery dates.
- Identify stock shortages and communicate potential order fulfilment delays to relevant personnel.
- Support the maintenance of accurate purchasing and inventory records.

5. Warehouse and Dispatch Coordination

- Coordinate with PC assembly and warehouse teams to ensure customer orders are prepared according to the required specifications.
- Communicate order priorities, product requirements and delivery deadlines to relevant departments.
- Arrange and monitor the preparation of shipping documentation, delivery labels and dispatch records.
- Liaise with courier companies and delivery providers to coordinate customer deliveries.
- Track outstanding shipments and assist in resolving delivery-related issues.
- Ensure order management systems are updated with dispatch and delivery information.

6. Sales Records and Reporting

- Maintain accurate and up-to-date records of sales transactions, customer orders, invoices and related documentation.
- Prepare regular reports on sales orders, order fulfilment, outstanding deliveries and administrative performance.
- Monitor order processing accuracy and identify recurring administrative issues.
- Assist management in reviewing sales records and identifying opportunities to improve operational efficiency.
- Ensure sales documentation is organised and maintained in accordance with company procedures.
- Support reconciliation of sales records and order information across the company's e-commerce platforms.

7. Administrative Support and Process Improvement

- Provide general administrative support to the sales and e-commerce operations team.
- Coordinate with sales, purchasing, warehouse, technical and customer service departments.
- Identify opportunities to improve order processing procedures and administrative workflows.
- Assist in implementing improvements to reduce order processing errors and delays.
- Ensure company procedures relating to sales administration, record keeping and customer communication are followed.
- Undertake other reasonable sales administration duties consistent with the position.

Person Specification

Essential Qualifications and Experience

- Previous experience in sales administration, order processing, e-commerce administration or a related administrative role.
- Experience handling customer orders, preparing invoices and maintaining accurate sales records.
- Familiarity with online sales platforms such as Amazon, eBay, Shopify or similar e-commerce systems.
- Understanding of stock control, purchasing administration and order fulfilment procedures.
- Experience communicating with customers, suppliers and internal operational teams.

Essential Skills and Competencies

Organisation and Time Management

- Ability to organise and prioritise multiple customer orders and administrative tasks.
- Ability to work efficiently in a busy, fast-paced sales environment.
- Strong attention to detail and accuracy when processing orders and maintaining records.
- Ability to meet deadlines and manage competing operational priorities.

Communication and Customer Service

- Excellent written and verbal communication skills.
- Ability to communicate professionally with customers, suppliers and colleagues.
- Good customer service skills and the ability to resolve order-related enquiries effectively.
- Ability to work collaboratively with different departments.

Technical and Administrative Skills

- Good computer literacy and proficiency in Microsoft Office applications.
- Ability to use e-commerce order management systems and maintain accurate electronic records.
- Basic understanding of computer hardware, Gaming PCs, Office PCs and related IT peripherals.
- Ability to interpret product specifications and customer order requirements.
- Good numerical skills for checking prices, quantities, invoices and purchasing records.

Problem-Solving and Accuracy

- Ability to identify and resolve discrepancies in customer orders, stock records and sales documentation.
- Strong analytical and problem-solving skills.
- Ability to work independently while following established company procedures.
- Commitment to maintaining accurate records and high administrative standards.

Desirable Qualifications and Experience

- Experience working within the computer hardware, IT equipment or electronics retail/wholesale industry.
- Previous experience administering sales through Amazon Seller Central, eBay Seller Hub, Shopify or similar platforms.
- Knowledge of Gaming PC components, computer configurations and related IT products.
- Experience using inventory management, CRM or ERP systems.
- Familiarity with courier booking systems, dispatch procedures and delivery tracking.
- Experience preparing sales performance and order fulfilment reports.
- Understanding of online marketplace policies and customer order management procedures.

Personal Attributes

The successful candidate should demonstrate:

- A professional, responsible and reliable approach to work.

- Strong organisational ability and attention to detail.
- A positive attitude towards teamwork and customer service.
- Willingness to learn new systems, products and procedures.
- Ability to work under pressure and manage a high volume of customer orders.
- Initiative in identifying and resolving administrative problems.
- Commitment to supporting the company's continued growth and operational efficiency.

What We Offer

- Permanent, full-time employment with an established and growing UK business.
- Opportunity to work within the computer hardware and e-commerce industry.
- A collaborative working environment.
- Opportunities to develop knowledge of online sales operations, computer hardware products and business administration.
- Training and support relevant to the role.
- Salary and employment benefits in accordance with the employment contract.

How to Apply

Interested candidates should email their updated CV and a brief covering letter outlining their relevant experience and suitability for the position at info@nh-trading.co.uk

NH Trading (NW) Limited is committed to equal opportunities and welcomes applications from suitably qualified candidates. Appointment will be subject to satisfactory pre-employment checks, including verification of the successful candidate's right to work in the United Kingdom.