

# Sales Administration Assistant

This is a fantastic opportunity for someone to join a company at the forefront of education technology with a great culture that is expanding rapidly. This is a part time or full time role for someone to assist with our customer retention and onboarding processes. We have a set of organised processes for you to follow and a helpful team to help train you.

## About Cloud Design Box

At Cloud Design Box, we create cutting-edge education solutions to make the blended classroom thrive. We also provide innovative business solutions for multi-national companies domestically and internationally.

We now have an established and growing team based at Hull's bustling Fruit Market district. We put employee wellbeing at the forefront of what we do. Our company is a family that promotes a caring, open and positive environment in which your input and ideas are encouraged and nurtured.

## The Role

You will be based at our office in C4DI with world class facilities and there are plenty of events to learn and grow through the community. Surrounded by a talented community of digital start-ups within C4DI, we are an exciting new business, and your job will be to help us grow (and have fun along the way).

This role is to help the sales department deal with the admin work of customer onboarding, renewals and sales prospecting. You must have experience of following processes and feel comfortable working digitally. You are process driven and be enthusiastic to help the company scale and grow with your help. Communication is vital and you will be good telephone manner and be able to write emails clearly. Full training is given to help you understand our processes.

The following skills are essential:

- Strong communication skills
- Good IT skills including knowledge of Outlook, MS Word, Excel

- Good organisational and time management skills, an ability to multi-task
- A commitment to providing excellent customer service

## Responsibilities

This is an admin heavy role requiring work in Office applications, CRM and Teams. Although full training is provided, you must be confident using a computer to undertake all tasks.

Responsibilities include:

- Arranging demos in consultant's calendars
- Answering the telephone, emails and instant messages
- Creating and sending quotations, invoices and statements
- Updating CRM with customer details
- Chasing pipeline opportunities by booking demos and POs
- Calling finance departments to chase missed payments
- Initiating our onboarding and renewal processes
- Creating custom reports

We have processes in place but you will have an input on how we can improve them and expand on them.

More importantly, we are interested an admin professional who has a genuine desire to produce work of the highest quality.

## Benefits

Depending on your experience and skill set, the salary will be between £17,000 and £20,000 (full-time) with benefits of flexible and hybrid working available plus 25 days plus bank holidays annual leave. This position requires a minimum of 20 hours per week. As a growing business, we expect this role and team to grow with the company. We pride ourselves on developing people and there will be the chance to develop yourself through training courses. Our party planning committee organise regular social events both inside and outside of the office, bringing a sense of team spirit to a hybrid workforce.

## How to apply

If you are interested simply send a covering letter and CV to [careers@clouddesignbox.co.uk](mailto:careers@clouddesignbox.co.uk) and if you would like further details then give us a call on (01482) 688891 or take a look at our website [www.clouddesignbox.co.uk](http://www.clouddesignbox.co.uk), where you can find out more about us.