

# Job Description

Job Title: **Sales Support Advisor**  
Reports to: **Sales Support Supervisor**  
Department: **Finance**  
Hours of work: **9.00 – 5.30 (Full Time)**

## Objectives

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To maintain dealer accounts and accounts procedures are adhered to.

## Additional Responsibilities

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- Dealer Contact. Call your Top 10 dealers daily for stock orders, new kit arrivals and general customer care calls, other dealers on your call rota must be contacted weekly
- Network monthly packages/updates. All dealer base to be contacted to confirm the receipt and awareness of all relevant changes in promo's/commissions etc
- Stock enquiries. Check stock levels and raise/maintain individual back orders
- Sales order processing, Sim-free kit is paid for upfront or connection details taken to give to the Finance Team
- POS requirements
- Credit management, daily 'free credit level' reports to be produced, ensure we are receiving original contracts within the 7 day period and correct stock rotation is being adhered to
- Customer Complaints
- Liaising with network support lines for tariff & promotion queries, customer issues etc
- Network training requirements
- Maintaining good working relationships with the Anglia Telecom Mobile external Business Managers and alerting them to any potential dealer issues on a real time basis (i.e. losing business to another distributor re bonuses etc)
- Monthly Connection Checks. Monitor dealer's connection levels closely and alert Supervisor/Manager when figures fall after discussing with the dealers
- Generally responding to all dealer queries quickly and efficiently and maximize dealer experience
- Utilise your work day efficiently, ensure you are completing manual tasks whilst on hold and non related work discussions (includes discussions via the telephone/email system) are kept to a minimum whilst in company time
- Department Workload – Offer assistance to fellow colleagues where needed
- Escalate any issues to your Supervisor/Manager as/when they arise
- To attend relevant meetings where required.
- Any other tasks that may be required by your manager and/or the company as required
  
- Network/Anglia Telecom Changes – Read, understand and note changes on the monthly packages, updates. Converse with the dealers to ensure they are aware of important/beneficial changes
- Understand and comply with Anglia Telecom policies and procedures including quality procedures.
- Build effective relationships at all levels to ensure the overall success of Anglia Telecom.
- Identify critical issues and resolve/escalate them appropriately to ensure timely and high quality resolution.

- Maintain professional awareness and keep up to date on industry trends.
- To pro actively take the initiative to ensure controls are followed
- To undertake regular individual staff appraisals
- To work with the Mobile Sales Support Supervisor & the Connections/Sales Manager to develop your own actual and perceived status
- To create a good impression and to ensure that all partners/customers ultimately have a professional image of Anglia Telecom as a company

## Knowledge, Skills, Experience

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- Sales experience
- Telecoms knowledge
- Excellent communication skills
- Highly organised
- Ability to plan ahead  
daily/weekly/monthly
- High level of  
telephone/admin/computer skills

## Working Location/Environment

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Anglia Telecom - Ipswich