

Job title: Sales Support Administrator
Responsible to: Sales Support Manager

About Reactec:

Reactec has a reputation for delivering trusted solutions through an innovative approach to challenges. Established in 2001 as a spin-out from Edinburgh University, Reactec started out as a vibration engineering consultancy firm providing advice to vibration problems and delivering practical onsite solutions.

Reactec are an industry leader in the monitoring of personal risk within the workplace. Following the release of the Control of Vibration at Work Regulations 2005 the company innovated sensor technologies to help protect employees from harmful exposure to vibration. The automation and analysis of the large data sets being gathered by Reactec's vibration monitoring technologies has positioned the company now to offer more holistic connected worker information management.

TECHNOLOGY: From the first to market on tool monitor of exposure to HAV, the HAVmeter, Reactec raised the bar on giving a practical real-time assessment of HAV exposure by releasing the wrist worn HAVwear in 2016. Reactec's monitoring technology is supported with automatic data management infrastructure and hosted on-line analytics. Under strict GDPR compliant technology and protocols, Reactec process monitoring data for over 75,000 UK workers. Reactec released their RASOR communications hub technology in 2019. RASOR enables live data from Reactec's HAVwear and other third-party Bluetooth enabled monitors to be collated in a single powerful data Analytics while also providing the critical elements of lone-worker functionality.

APPLICATIONS: An industry leader in Hand Arm Vibration management Reactec not only provide leading technology to ease the challenge of HAV management they have been at the forefront of the latest research in the human response to vibration with their efforts reflected in the advancement of the ISO-8041 standard. With the worldwide COVID-19 pandemic driving the need for Social Distancing controls in the workplace Reactec expanded their existing technology's capabilities to detect proximity. SAFE-DISTANCE was coined as a brand to describe this specific application. More generally proximity detection is now an integral part of Reactec's ability to realise a holistic data platform to analyse a multitude of health risks within your work place.

Aims of the post:

Reporting to the Internal Sales Manager, your role is to provide first line sales support for customers and the Sales team. Working closely with the Sales and Operations teams, you will be responsible for managing our order processing system, creating bespoke proposals, assist with onboarding customers and maintaining our CRM database. You will communicate with customers and internal departments via phone, email and online to ensure a seamless process and excellent levels of customer satisfaction. This role requires you to meet targets and deadlines and carry out ad-hoc administration projects as and when required.



web: reactec.com
tel: +44 (0)131 2210920
e-mail: info@reactec.com

Duties will include:

- To accurately input and process customer orders
- Create and send quotations on behalf of the Sales Team.
- Assist in managing new customer onboarding
- Assist in managing subscriptions to Reactec Analytics Software
- Maintenance of CRM database (Salesforce) ensuring all data is logged accurately, including contact details and any follow up dates or other action required are entered.
- Monthly reports production using Sage and Salesforce systems.
- Liaise with other departments on administrative matters of mutual importance
- General Admin and any additional ad-hoc duties as required.

Key skills and experience include:

- Minimum of 5 years' experience in a sales support admin role
- Experience with sales industry CRM required
- Experience with Salesforce and Sage an advantage
- Excellent written and verbal communication skills as well as customer service skills
- Proficiency in word processing and spreadsheet software
- Exceptional interpersonal skills and a proactive approach toward problem-solving
- Ability to be flexible, adaptable, and receptive to new ideas