**JOB TITLE:**

Customer Service Administrator

**RESPONSIBLE TO:**

Commercial and Training Programme Manager

**SUMMARY OF THE ROLE:**

To facilitate the running of First Aid courses to both public and corporate clients. This role will involve both office administration and sales. The role may involve both office and on-site visits to clients and courses.

**MAIN TASKS/RESPONSIBILITIES OF THE POSITION:**

* To build and develop long term strong relationships with new and existing customers
* Increase the sales of our multitude of courses
* Fulfil the administration necessary for private courses
* Arrange instructor bookings for courses
* Private course creation and organisation
* Daily stock orders
* Manage phone calls and correspondence (e-mail, letters, certificates etc.)
* Provide support to the commercial manager with ad hoc tasks
* Prepare presentations/proposals as assigned tasks for commercial manager
* Coordinate holidays with team ensuring that office has sufficient support during peak times
* Perform other duties as assigned by management
* Organise and manage daily sales administration function and activities
* Grow and develop new databases to maximise sales funnel
* Maintenance and upkeep of sales & marketing databases
* Proactively seek out new business opportunities
* Build effective relationships with new and existing customers
* Actively seek tender opportunities and assist in the preparation of tender documents

**REQUIRED SKILLS AND EXPERIENCE:**

* 1-2 years administration or sales experience
* Excellent Microsoft office skills
* Good attention to detail and ability to work to deadlines
* Strong communication skills for in person, phone and email contact
* High organisation skills

**APPLICATION DETAILS**

Maternity Cover for 10 months

Salary circa €27,000

Applications (Cover letter and CV) to be submitted to Commercial Office Administrator Frances at fmotherway@redcross.ie by close of business on 15th February 2018.