



Job Title:	Sales & Marketing Support Administrator
Direct line report to:	Customer Service & Sales Support Manager
Location:	Camberley
<p><u>Job Summary</u></p> <p>To provide administration support for the Global Sales & Marketing Team. The role should be focused on helping to support & develop existing and future business measured by an increase revenue.</p> <p>The role has a secondary role in supporting Customer Services activities</p>	
<p><u>Main duties and responsibilities</u></p> <p><u>Primary</u></p> <ul style="list-style-type: none"> • Providing administration support for the Global Sales and Marketing team and MD • Providing administration support for the Microgen & Lab21 HC MD • Managing sales follow-ups (quote/sample/order) globally • E-mail inbox management – Enquiry, Support etc • Logging Customer feedback • Farming activity to help retain existing client base • Managing conference participation. • Providing support for marketing projects through knowledge of customer base • CRM organisation for the team – appointments, tele-conferences, opportunities relating to team members, project chase ups. • CRM data/database management – account management, contact management • Conduct market research for existing products and those in current R & D pipeline • Co-ordinate tele/email marketing campaigns and provide reports as required • Arrange customer visits for sales personnel • Provide very basic technical support for existing customers <p><u>Secondary</u></p> <ul style="list-style-type: none"> • Preparing quotes • Processing Orders • Dealing with Customer queries • Managing Customer contact information (existing and new) • Distribution of company literature • Preparation of shipping documentation • 	

Qualifications and experience required

Essential

- Knowledge of Life Sciences or Biological topics
- IT Literate – experience with Office packages
- Strong completer/finisher
- Good work ethic and interpersonal skills
- Excellent communication talents and interpersonal skills
- Co-operative and helpful attitude

Desirable

- Biological/Scientific qualification
- Marketing experience
- Customer service experience
- Lab experience