

Sales and Warranty Administrator

Based: Corporate Drive, Indianapolis, IN 46278

Role Purpose: To be responsible for assisting the Sales team to ensure a smooth department operation by providing administrative support relating to all aspects of the sales and warranty cycle. To be able to handle incoming phone calls and supply the correct information to our customers on our products and services.

To be able to work efficiently and accurately through daily incoming orders, working with other members of the Sales team, Warehouse, Engineers and Purchasing to be able to provide accurate information regarding customers' orders and warranty claims.

Be able to highlight any customer issues to the Sales team and work to resolve them in a professional manner while always offering fantastic customer satisfaction and experience. You should also act proactively to address clients' needs and facilitate the sales process from beginning to the end.

Key responsibilities and accountabilities include but not limited to:

- Enter new orders on the system ensuring all details are correct and that order acknowledgements are prepared and sent.
- Check stock availability when processing orders on the system.
- Raise Cases for Non-Conforming products and ensure the NCR (Non-Conformance Records) process is seen through and project manage until completed.
- Work with the Sales Manager and Quality Department to streamline the warranty and NCR (Non-Conformance Records) process.
- Answering customers' telephone queries.
- Arranging for delivery of parts or replacement items if a claim requires it.
- Following full service and warranty process
- Liaise with other departments to progress jobs and obtain information.
- Maintaining good customer relations.
- Following to all company procedures.
- Maintaining client records on all internal systems.
- Keep records of customer interactions, process customer accounts and file documents.

Essential Skills / Training for role:

- Excellent Customer Service Skills.
- Good computer skills/Microsoft package proficiency: Outlook, Excel, Word.
- Good telephone manner.
- Good attention to detail and accuracy.
- Strong product knowledge / Willing to learn and expand your current knowledge.



- Sense of ownership and pride in your performance and its impact on our company's success.
- Motivation to drive sales.
- Adaptable to change.
- Critical thinking and problem-solving skills.
- Team player.
- Excellent time-management skills.
- Great interpersonal and communication skills.
- Enthusiastic and passionate.
- Ability to work under pressure.
- Ability to multi-task and prioritize effectively.

A fantastic opportunity to join our family-run business in our US HQ in Indianapolis. Training and support will be given where needed but we encourage independence and initiative. We're looking for someone who is friendly with an eagerness to learn and work in a small - but ever-growing - team, to help us grow and play a part in the success of the business! If you have great customer service skills and are looking for a new and exciting position in a great family-run company, please send your CV to: james.mitchell@techni.us

Look forward to hearing from you!

Type: Full time, permanent

Salary: DOE

