JOB DESCRIPTION

Job Title: Sales Operations Administrator

Group: Business Development

Salary Band: CS3

Reports to: Head of Business Development

ROLE PURPOSE

The job holder will have first-line responsibility for directly answering inbound email queries concerning licencing and academic sales and redirecting others within CCDC, as required. They will also carry out administrative activities such as software licencing, filing, database updates and despatch of software.

MAIN DUTIES AND RESPONSIBILITIES

1. Monitors the admin mailbox and replies to standard administration queries from industrial and academic users/potential users, or passes them to other members of the team.
2. Issues basic pricing and general information to potential users, and upgrades to current users.
3. Sends download information and database/software media to users and evaluators.
4. Generates licence keys and responds to queries about them.
5. Generates and issues standard quotations and licenses for academic users.
6. Helps with the software releases and collects and chases licence agreements.
7. Records, updates and searches information in relevant business systems/databases.
8. Manages licence documents by scanning and filing hardcopy agreements, filing electronic copies and sending copies to user contacts.
9. Acquires and continually improves the knowledge and skills required for 1-8 above.
10. Works effectively with other members of the Sales Operations, and other groups within CCDC, providing cover for others as required.
11. You will become an expert of CRM and other company systems and coordinate activities between sales, finance and business systems.

This job description and person specification are only an outline of the tasks and responsibilities required for the role. The job holder will carry out any other duties as may be reasonably be required by their line manager.