



JOB DESCRIPTION

Job Title: Sales Operations Administrator

Group: Business Development

Salary Band: CS2

Reports to: Sales Manager

ROLE PURPOSE

The job holder will have first-line responsibility for directly answering inbound email queries concerning licencing and sales and redirecting to 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 others within the CCDC
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 quotations
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 the annual renewal process
9. Monitors renewal progress and takes necessary actions
10. Manages licence documents by scanning and filing hardcopy agreements, filing electronic copies and sending copies to user contacts



11. Acquires and continually improves the knowledge and skills required
12. Works effectively with other members of the Sales team, and other teams within CCDC, providing cover for others as required.

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.