



VDC TRADING LIMITED, VDC HOUSE, 4 BRANDON ROAD, KINGS CROSS, LONDON N7 9AA, ENGLAND
TELEPHONE: +44 (0)20 7700 2777 FACSIMILE: +44 (0)20 7700 3888 EMAIL: sales@vdcitrading.com WEBSITE: www.vdcitrading.com

VDC Trading Ltd

Job Description and Person Specification

Job Title: Customer Relations Executive

Department: Sales

Reporting To: Sales Manager

Job Description:

Purpose of the Job

The post holder will be a key member of the Sales team. He/She will be particularly responsible for dealing with inbound sales and customer service communication and to actively sell additional VDC products and services. This person will also be responsible for ensuring that VDC's corporate values are upheld in all areas of communication and customer handling.

Duties and Responsibilities

- To receive inbound sales calls from VDC Customers and actively sell VDC products and its additional services.
- To receive inbound faxes and e-mails from VDC customers and actively sell VDC products and additional services.
- To input quotes/ proformas and sales orders
- To search for opportunities to actively up and cross sell VDC products to customers.
- To actively seek Customer Referrals.
- To consistently meet productivity targets as set out by the company.
- To carry out any necessary administrative procedures to ensure the smooth running of the department.
- To participate in necessary training programs.
- To adhere to the policies and procedures of the company.
- To carry out add hoc duties that may be required.
- To answer all calls within a stated time frame.
- To ensure that all orders are processed on the same day
- To achieve set targets for " AOV/ error %".
- To respond to all enquiries/issues within the same day.
- To complete administration and orders within a set level of attention to detail and focus.



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- To raise repairs/ returns on the VDC Returns schedule.
- To schedule time on the manufacturing schedule.

Person Specification

Education and Training

- A minimum of 4 O Levels or above
- Intermediate level on-the-job customer service training within a high volume sales environment.
- Experience in sales administration. (Preferred but not essential)
- Experience within the AV/Music environment with a technical aptitude. (Preferred but not essential)
- Knowledge and Skills
- Intermediate user of Microsoft Office products.
- Excellent organisational skills.
- Communication Skills
- Ability to communicate at all levels, both internally and externally.
- Ability to write clearly and precisely.
- Task Related Qualities
- Ability to assimilate and disseminate information quickly and accurately.
- Ability to take ownership of projects and see them through to completion.
- Ability to learn quickly and apply knowledge effectively.
- Ability to assist in developing high standards in customer service.
- Personal Qualities
- Good team player with a good understanding of team dynamics.
- Self motivated and able to work on own initiative.
- Open, approachable, straightforward and communicative.
- Strong work ethic - dedicated and committed.
- Assertive - not aggressive.