

Sales Support Administrator

Mo-Sys Engineering Ltd
Permanent, full-time
London, SE10 0PA

About the Role:

This is a rare opportunity for an organised, efficient sales support administrator to work with a leading designer and manufacturer of advanced camera robotics and game-changing technologies for film, TV and live broadcast. You will serve as point of contact for customers with queries about products, orders and deliveries and assist a small sales team.

This may not be your ordinary sales support administrator position. To be successful, you should have good time management and organisational skills, demonstrate excellent communication and customer service skills, and enjoy the rush of ever-changing business priorities. You're a self-motivated professional who enjoys interactions with clients and contributes to the efficiency and improvements of our processes and procedures.

What You'll Do:

- Process orders via email or phone, carry out end-to-end process from creating an invoice to packing and shipping
- Check data accuracy in orders and invoices
- Distribute sales enquiries and assist with creating quotations
- Maintain and update sales and customer records
- Coordinate customer software licences
- Coordinate repairs, provide government regulation paperwork
- Work with the wider team to identify areas of improvement and positively contribute to the efficiency of processes
- Stay up to date with new products and features

What We're Looking For:

- Experience in a similar role, and high-volume office work is advantageous
- Hands on experience with CRM software and MS Office (particularly MS Excel)
- Strong organisational skills and time management skills
- Ability to thrive in a high-pressure environment and multi-task
- You're a team player and work with a sense of urgency, while staying positive and approachable
- You're able to prioritise and work under strict deadlines whilst maintaining a customer-focused approach
- You're able to communicate clearly, effectively, and with consistency
- You're open minded and passionate about the growth and development of the role and the company

Benefits & Perks:

- Standard office hours (Mon-Fri)
- Casual office environment
- Private health insurance
- Group life insurance
- Cycle to Work scheme
- Subsidised healthy lunches on-site
- Discretionary annual bonus
- Team socials

About Us:

Mo-Sys is an award-winning, world-renowned manufacturer of virtual production solutions and camera robotics for film, HETV and broadcast, empowering high-quality AR, VR and virtual production.

We ship to broadcasters in 40+ countries to a customer base including BBC, Netflix, Fox, CNN, ESPN and Sky. Mo-Sys remote heads and robotics are used on many Hollywood blockbusters including Life of Pi, Birdman, Shape of Water, Tron, Source Code and Adjustment Bureau. We have also delivered boundary-pushing technology projects in close collaboration with clients like Red Bull Air Race and the film Gravity.

We pride ourselves on having endless creativity, a “can do” attitude and a friendly family feel to the company. We’re looking for people who want to make a difference and have a hardworking and collaborative attitude.

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post. Job descriptions should be regularly reviewed to ensure they are an accurate representation of the post. (09/06/2022).