



FOR PROFESSIONALS WHO SAVE LIVES

JOIN AN AWARD WINNING TEAM

SENIOR SALES ADMINISTRATOR



SENIOR SALES ADMINISTRATOR REPORTING TO: OPERATIONS DIRECTOR

Ruth Lee Ltd is the world's leading manufacturer of training manikins for the search, rescue, and care industries, winning several awards for export including the Queen's Award for International Trade.

We sell to professionals in over 50 countries worldwide to a vast array of sectors, including Fire and Rescue services, Paramedics, and Ministry of Defence just to name a few. Our customers are true heroes, and we are proud to supply products that help them train to save lives.

A business is only as strong as its people though. We have a great, committed team here at Ruth Lee and everyone enjoys a wide range of lifestyle and work life benefits, in a workplace which is inclusive and supportive.



MORE ABOUT US:

We are consistently recognised at regional and national awards. In 2018 we won the award for 'Welsh Exporter of the Year' at the Daily Post Business Awards and in 2019, we were named 'International Business of the Year' at the Federation of Small Business (FSB) Welsh Regional Awards. In 2020, at the very start of the pandemic, we were awarded the Queen's Award for Enterprise: International Trade and this year, we were named winners of the Export category in the Made in Wales awards.

We are committed to helping the communities we serve and maintain three social commitment projects at a local, national and international level. All staff are welcome and encouraged to be part of these and to suggest ideas for various projects we can support.

THE ROLE

Reporting to the Operations Director, as a Senior Sales Administrator you will focus predominantly on maintaining and developing existing customer relationships in the UK and selected export markets, through building knowledge and understanding of the market, our products, business operation and CRM system.

KEY TASKS

- Handling Requests for Quotes (RFQs), and customer enquiries via email and phone, in a professional, timely and knowledgeable manner
- Maintaining customer contacts and relevant insights on the CRM system
- Helping to grow sales and improve lead conversion in the UK and selected export markets
- Supporting the wider customer service team during holiday and absence periods as required
- Possibility of attending some exhibitions and events to support the external sales and marketing team
- Processing orders and quotations, following up with customers as appropriate
- Contributing to the company data reporting system

THE PACKAGE

- Permanent contract
- £25,000 - £30,000 OTE
- Working Monday to Thursday 9am to 5pm and Friday 9am – 3pm with hybrid working consideration.
- Employee Assistance Programme
- Group life insurance cover (3 times annual salary)
- Training and development opportunities

OUR REQUIREMENTS

We are looking for a self-assured, confident communicator who is sociable, resilient, and process driven, who has the following:

- Experience using a CRM system
- Experience gained within a sales administrator role
- Experience of responding to RFQ's and following through to conversion.
- Ability to deliver excellent customer service
- Ambition to develop their career with us

All applications for this Senior Sales Administrator vacancy are to be submitted online, and strictly no agency calls or agency CV submissions.

OUR VALUES

Good housekeeping – always working within our means, carefully calculating the risks required to safely grow our business. Sharing the benefits of successes when they come along.

Loving what we do – genuine care for customers, staff, distributors and suppliers – they are part of our service too.

Learning and progression – listening and involving others, investing in growing the capability of our people. Innovating to constantly improve what we do.

Being dependable – function over fashion. High quality products and enduring relationships. Everything we do is built to last. Doing what we say we will.

Committed to our communities – our business was bred in the Corwen area of Wales and we are committed to this base. Our network of suppliers and customers extend around the world and we are fully committed to that community too.

Purposeful – doing work that makes a positive difference; ultimately the end product of our work is helping others to save lives and care for people.

WHY WE WORKING HERE

FAIR PAY

Ruth Lee Ltd offer a competitive basic salary for both office and factory staff, which is benchmarked regularly to remain competitive.

BONUS

There is a company-wide bonus scheme, which is specific to your job function. Details of a specific bonus scheme will be discussed at interview.

HOLIDAY ALLOWANCE

All employees receive paid Holiday Allowance, plus Bank Holidays. We have a Christmas shutdown and request 5 days are reserved to cover this period.

FLEXIBLE WORKING

We can offer a range of flexible working solutions where needed, including part-time and job sharing.

PENSION

Staff are automatically enrolled onto our Pension Scheme which is managed by the People's Pension.

FREE PARKING

If you've ever lived and worked in the city – the prospect of ample free parking on site will no doubt be a big plus point! The fact that it just happens to be in a beautiful landscape is a bonus!

TRAINING, DEVELOPMENT AND PROGRESSION

All staff complete complete induction training when they join Ruth Lee Ltd. This is tailored to your specific job role.

Bi-annual appraisals let you keep track of your progress within your role and we offer opportunities for professional development when possible.

We are also keen to offer progression opportunities for those who want to help the business grow. For ambitious individuals, Ruth Lee Ltd offers you a chance to thrive!

SOCIALLY RESPONSIBLE

We are committed to helping the communities we serve and maintain three social commitment projects at a local, national and international level. All staff are welcome and encouraged to be part of these and to suggest ideas for various projects we can support.

WE ARE AWARD WINNERS

In 2018 we won the award for "Welsh Exporter of the Year" at the Daily Post Business Awards and in 2019, we were named "International Business of the Year" at the Federation of Small Business (FSB) Welsh Regional Awards. We were also incredibly proud in 2020 to be presented with The Queen's Award for Enterprise: International Trade.