



Total Communications Partner

Total Mobile | Total Fixed

SALES ORDER PROCESSING ADMINISTRATOR

pmgc[®]

Location: Hampton-in-Arden (Solihull)

COMMUNICATION MADE SIMPLE

PMGC is the UK's leading independent Mobility, Fixed and ICT Managed Service provider providing innovative Communications and IT solutions that increases efficiency and staff productivity. We empower businesses nationwide to reach the next level of success and growth.

The Role:

The Sales Order Processing Administrator (SOP Administrator) will be responsible for efficiently processing internal and external sales orders whilst promoting a positive customer experience by providing the customer with regular and informative updates. The SOP Administrator will also liaise with internal departments, networks and suppliers to ensure the successful completion of customer orders.

Required Skills/Experience:

- A minimum of 2 years' experience in an office based order processing role
- Experience within the telecommunications industry is desirable but not essential
- Significant IT skills required with an ability to adapt to new IT Systems
- Organised with excellent communications skills, both written and verbal
- Excellent listening skills with an ability to converse at all levels
- Adaptable to change
- Accuracy and a strong attention for detail

Required Skills/Experience:

- Managing orders through to completion whilst dealing with and owning any issues that may arise
- Meeting agreed SLA's both internal and external
- Ensure all relevant systems are accurately kept up to date
- Provide regular updates to customers and key stakeholders
- Build strong relationships with networks, suppliers and internal departments

Interested?

If you are interested in this position, please send your CV over to **Jo Parker** at mycareer@pmgroupuk.com