



JOB DESCRIPTION

Job Title:	Sales Order Processor
Reports to:	Client Services Manager

Summary of Position:

Heritage Envelopes Ltd is one of the largest envelope manufacturers within the UK with an active account base of over 400 clients. We are looking for a dynamic, forward-thinking candidate who will be responsible for the estimating and processing of quotes and orders for their designated client base. The candidate must demonstrate a high level of motivation and competence whilst working to tight deadlines and providing exceptional levels of customer service.

Duties and Responsibilities:

- Create customer estimates
- Process customer orders within the system
- Purchasing from outwork suppliers
- Check all work thoroughly and efficiently
- Countercheck colleagues work to ensure 100% accuracy prior to production
- Meet all deadlines provided
- Communicate well with clients, offering exceptional levels of customer service
- Communicate and liaise well with other departments
- Answering the telephones
- Filing and keeping paperwork up to date
- Maintaining the client database
- Attend training and develop necessary knowledge and enhance skills
- Any other business as and when required