



Sales Order Administrator (Fixed-Term Contract)

ProPhotonix Limited, Hatfield Broad Oak, Hertfordshire, U.K.

The Company:

ProPhotonix is an expert designer and manufacturer of laser and LED systems for OEMs (Original Equipment Manufacturers) across a wide range of applications including machine vision, UV curing, medical equipment, and security applications.

Established in 1951, ProPhotonix is headquartered in Salem, New Hampshire, USA, and has ISO-certified production facilities in Cork, Ireland, and Essex, U.K. At our Cork facility, we design and manufacture LED lighting for a diverse range of applications. At our UK facility, we design and manufacture diode laser modules and systems for applications including inspection, sorting, patient alignment, and industrial. We are an SME looking to grow market share in our key markets.

The Role:

We are looking for a Sales Order Administrator to join our Sales team on a temporary fixed term contract for up to 1-year to cover Maternity Leave. The successful candidate would be working part-time (afternoon hours required) across 5 days a week and must be a driver with access to their own vehicle due to our rural location.

Our Sales Order Administrator holds an important role in supporting our sales team by processing customer orders and ensuring they are accurately recorded.

The duties of the role include (but are not limited to) the following;

- Processing customer orders start to finish on MRP system, ensure all paperwork is authorised and accurate; resolving any issues throughout the process to ensure high level of customer experience is received.
- To ensure orders are accurately recorded in Salesforce (CRM) with end user details and despatched accurately.
- Liaise with other departments in the organisation to ensure ship dates are confirmed, updated and relayed to the customer in a timely manner
- Ensuring all emails received are responded to within a 24/48 hour turn around, emails relate to all aspects of order processing and queries and customer service issues.

- Undertake daily, weekly, monthly processes - importing/exporting data, running reports, system housekeeping.
- General customer liaison via telephone as necessary. (Invoicing and delivery enquiries etc.)
- Daily liaison with customers and internal departments including sales, finance and production to discuss and resolve queries.



- Operating the switchboard and redirecting calls and enquiries, taking and forwarding messages as necessary
- Perform any ad hoc duties as directed by the Sales Management team in order to help the team achieve its objectives
- Making travel arrangements for Sales team, including booking flights and hotels
- Ensure that office supplies are topped up.

To be considered for this role we would expect the following skills;

- Computer literate – confident using excel and outlook
- Good organisation skills with administration and reporting capabilities
- Excellent attention to detail for data input
- Excellent telephone communication skills
- Ability to multi-task
- Enthusiastic and positive outlook
- Experience using Alliance and Salesforce (advantageous but not essential as training will be provided)