

Sales Support Administrator

Based in Cambridge, UK

Fixed term contract - Full-time (5 days a week)

We are currently looking for an experienced Sales Support Administrator. This role is responsible for providing analysis, reporting, customer service, contract and licensing activities and administration for our busy sales office. You will be the first point of contact for many of our customers and will be responsible for generating invoices and receiving payments. You will liaise with colleagues across sales and accounts to assist with the sales process and manage our customer data integrity.

Your responsibilities will include:

- Competitor and industry research
- Invoicing, licensing and quotation administration
- Co-ordination of orders and invoices for agents
- Working with the Commercial and Regional Sales Managers on new customer proposals
- Management of the onboarding process for new agreements
- Management of the administration generated by new agreements, including maintenance of customer profiles with the CRM system
- Tracking agent sales and pipeline reports
- Be the key point of contact for all customers and agents
- Generation of label files for dispatch of paper journals, together with claims fulfilment

The successful candidate will need to develop and maintain a broad understanding of the procedures and processes relevant to subscription sales and Read & Publish agreements from submission of the quotation up to fulfilment of the order at the point payment and contracts are received. You will need to embrace the requirements of good data collection and work to tight turnaround times.

Knowledge and skills required:

- Attention to detail and accuracy with strong numeracy skills
- Proactive approach with strong analysis and problem solving skills
- Experienced in developing reports and supporting sales processes
- Good communication and customer service skills
- Strong organisational skills and ability to work under pressure, prioritise and meet dead lines
- Continuously seek opportunities to improve knowledge and skills

The Company of Biologists is a not-for-profit publishing organisation dedicated to supporting and inspiring the biological community. The Company publishes five specialist peer-reviewed journals: Development, Journal of Cell Science, Journal of Experimental Biology, Disease Models & Mechanisms and Biology Open. It offers further support to the biological community by facilitating scientific meetings, providing travel grants for researchers and supporting research societies.

The Company of Biologists is an inclusive organisation and we believe that everyone has a contribution to make. We want all our employees to feel included, valued and appreciated. We believe in equality of opportunity for all staff and encourage applications from all individuals regardless of sexual orientation, gender identity or expression, religion, ethnicity, age, neurodiversity, disability status and citizenship.

This is an exciting opportunity within a well-established publishing company. The role is based in our attractive modern offices in Histon on the outskirts of Cambridge, UK and is a full time role, offering an attractive salary and benefits.

To apply, please send your CV by email to recruitment@biologists.com with a covering letter stating current salary, relevant experience and why you are enthusiastic about this opportunity by 31 January 2022.

