



Sales Advisor / Administrator

Monster Group (UK) Ltd is a thriving online retailer offering a diverse range of high quality and great value products to an international market. An exciting opportunity has now arisen for a Sales Advisor/Administrator to join our fast-growing and dynamic team. The role is reporting to our Sales Manager and you will play a crucial role in the start of our extremely valued customer's Monster journeys. You will deal with a variety of incoming customer enquiries over the phone, via email and ticketing system, which connects to the various marketplaces we sell on. You will also use our unique ordering system to prepare pro-formas, process orders and other stock/order administration.

Daily Tasks:

- Answering customer queries over the phone, via email and ticketing system in a fun yet professional manner, as well as welcoming any visitors at Monster House.
- Ability to use consultative selling skills across our unique range of products to maximise sales.
- Liaise with the other teams within the business and our external couriers to ensure our customers' orders are processed accurately and on time.
- Contact customers to arrange their deliveries and communicate other important information about their orders.
- Administrative tasks in relation to invoicing, marketplaces and couriers.

Key Skills required:

- A positive and forward thinking approach.
- Team work as well as having initiative to work on your own.
- Multi-tasking and organisational skills; you will be required to juggle multiple tasks at once.
- GCSE (or equivalent) in English and Maths.
- Good IT and Microsoft Office knowledge.
- Must like cake 🍰

Working hours: Full time, Monday to Friday 9.00am to 5.30pm (37.5hrs per week with 1 hour for lunch).

You will be based at our modern offices near Sheriff Hutton (YO60) therefore it is essential that you have your own transport.

Salary is dependent upon experience and attributes. We pride ourselves on creating an exciting working environment that's fun and full of laughter, where people can strive to be their best, and embrace our values; Empowerment, Forward Thinking, Respect and Fun. We also offer a generous holiday allowance of 25 days plus Bank Holidays! If you would like to be considered for this position, please email your CV.

Address: Monster House, Alan Farnaby Way, Sheriff Hutton Industrial Estate, Sheriff Hutton, York, YO60 6PG

Email: hireme@monstergroupuk.co.uk

Phone: +44 (0)1347 878880

Website: www.monstershop.co.uk

