

Trainee Internal Account Administrator: SADC

THE OPPORTUNITY	
<p>We are looking for an ambitious Portuguese and English-speaking individual to assist with all administrative functions for the SADC region . This role will report into the Channel Manager SADC. The successful individual will be groomed into future roles.</p> <p style="text-align: center;">Our culture is one of acceptance where you can bring your real self to work</p>	
Education and Experience	<ul style="list-style-type: none"> • Matric (essential) • A recent graduate preferably in Sales and Marketing/ Business Administration and/ Management • Full training will be provided • MUST BE well versed in the Portuguese language both verbal and written. (MANDATORY)
Technical Competencies	<ul style="list-style-type: none"> • Must have strong MS Office Suite experience (intermediate – essential) • Attention to Detail is key • Administratively strong • Analytical and Mathematical ability, detailed orientated • Excellent Communication skills • Excellent Organisational and Interpersonal skills • Demonstrate sound work ethic • Excellent problem analysis and problem-solving skills
What you will learn and develop?	<ul style="list-style-type: none"> • Build strong long-term relationships with customers and internal stakeholders • Listen, handle and resolve all customer complaints in an empathetic, professional and timely manner • Monitor customer orders, recording details inquiries, comments and complaints • Be proactive, available and reliable at all time to answer or direct requests and resolve issues • Respond to customer inquiries and interactions efficiently • Processing invoices for all sales transactions • Checking prices and contracts are up to date • Taking phone calls from customers and ensuring all queries are managed and correct feedback provided. • Communicating internally important feedback from customers • Assist with any channel and vendor queries pertaining to the quote • Customer database accuracy • Understand the Logistics processes as part of post product and service delivery • Responsible for all quotes for the assigned portfolio, ensuring the products and solutions are correctly specified, the prices quoted are accurate, and the quote has a rapid turnaround time from request to release • Responsible for all CRM system input for your allocated products, - assets, opportunities, accounts etc., on the relevant internal systems, key in data accurately to ensure all orders and invoices are processed without error • Process Orders and deal with all associated paperwork • Monthly and weekly reporting