

Post Title:	Export Sales Assistant
Salary:	£10,400 per annum (£10 per hour)
Contract:	Permanent
Work pattern:	Part time, 20 hours per week
Locations:	London, Islington N1
Directly reporting to:	Exports Sales Manager

Job purpose:
To provide comprehensive administrative sales support, assisting the Exports Department fully in regard to export sales and logistics, be responsible for selling certain product groups as well as providing cover for the Exports staff.

Principal Responsibilities:
The post holder will ensure: <ol style="list-style-type: none"> 1. Prompt liaison with clients regarding the product groups: books, CD/DVD etc. 2. Maintaining all administration and order processing for the product groups 3. Creating, maintaining and updating all related information in the system 4. Processing export orders, ensuring paperwork is completed correctly 5. Assisting the Exports Department with cover when necessary 6. Any other admin duties as required.

Principal Accountabilities Competencies & Attitudes
Your track record will encompass these skills and demonstrate: <ol style="list-style-type: none"> 1. Fluent in English and Russian and any Eastern European language (written and verbal) 2. Being fully computer literate, with good knowledge of Excel and Word packages 3. Accuracy and attention to detail – able to handle all internal and external correspondence 4. Excellent communication and interpersonal skills 5. Ability to work under a minimum supervision within a fast-paced environment 6. A pro-active team player 7. Prepared to work some flexible hours if necessary.

Behavioural Competencies
The post holder will be expected to undertake their duties demonstrating the following core competencies: <ul style="list-style-type: none"> • A commitment to the company • Effective communication and positive influencing skills • A customer-focused attitude • An openness to change • An appreciation of equality at work • A spirit of team working with colleagues across the organisation • At all times working efficiently, effectively and flexibly.

Please note - this is a description of the duties and responsibilities of the job at date of publication. The duties may change over time as requirements and circumstances change. The post holder may have to carry out other duties as may be necessary from time to time.

Person Specification

Please Note - this person specification sets out the essential, skills, knowledge, experience and abilities required in order to effectively carry out this job. The criteria set out below, will be used when assessing your application form and in any of the questions you will be asked if you were called to attend an interview. It will be used to identify your suitability for the job. Therefore, when completing the application form please address these criteria.

X indicates where evidence will be gathered and assessed, it may be gathered from either one, two or all three of the following and may be substantiated by consulting your referees:

Method of Assessment

Application	Interview Q & A's	Test
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1. Knowledge & Experience

- | | | | |
|---|---|--|--|
| 1. Fluent in English and any Eastern European language (written and verbal) | X | | |
| 2. Experience of MS Excel and Word | X | | |

2. Skills & Abilities

- | | | | |
|---|--|---|---|
| 7. Effective verbal communication skills | | X | |
| 8. Numerate and literate to a standard which will ensure the success of the job role | | | X |
| 9. Excellent written and spoken English | | X | |
| 10. Proficient key board skills | | X | |
| 11. Presentation skills – ability to prepare accurate, correctly formatted and easily understood documentation | | X | |
| 12. Ability to work unsupervised and plan, organise and manage own work to meet deadlines | | X | |
| 13. Ability to positively influence others, without being in a position of formal authority, to provide relevant information on time | | X | |
| 14. Able to resolve difficult situations professionally and with a positive outcome | | X | |
| 15. Skills to effectively communicate with a wide range of people i.e. outside agencies, suppliers in writing (i.e. letters, emails), face to face and over the phone | | X | |
| 16. Able and willing to work as part of a team, taking responsibility for own accountabilities whilst supporting and sharing knowledge with others to achieve company goals | | X | |
| 17. Understanding the importance of team work | | X | |

3. Special Requirements: Competencies and Attitudes			
1. Commitment and a pro-active approach with a focus on results		X	
2. Contributing ideas for company improvements		X	
3. Willingness to take responsibility for personal development		X	
4. Willingness to work flexible hours as required		X	