

PERSONNEL SPECIFICATION

The personnel specification shows essential skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post. Please therefore address, in completing the application form, each criterion listed in the specification, drawing upon all of your experience, whether at work or on a voluntary basis.

Job title: Sales Support Executive

Factor	Essential Criteria	Desirable Criteria
Qualifications and Experience	<ul style="list-style-type: none"> Applicants must have a good standard of education to include GCSE English and Maths grade C or above (or equivalent), RSA Stage III Word Processing/Typewriting. A Minimum of 2 years full time paid work experience gained during the last 5 years of general administration to include a minimum of 1 years' experience of direct customer service either face to face or by telephone. Proven experience of managing and maintaining databases and recording systems Proficient using IT software including Microsoft Office (with extensive use of Excel) Experienced use of CRM Systems. <p>Evidence of the above will be required at interview stage</p>	<ul style="list-style-type: none"> ECDL (European Computer Driving licence) Advanced Excel Training
Skills and Aptitude	<ul style="list-style-type: none"> Good organisational skills, including ability to prioritise workload and work to strict deadlines. Good administrative 	

	<p>skills including ability to maintain and update records and files, both paper and electronic.</p> <ul style="list-style-type: none"> • Ability to communicate clearly, both verbally and in writing. • Ability to work with minimum supervision and on own initiative. • An understanding of team working and providing support. • Understand the need for confidentiality and demonstrate experience in dealing with confidential matters. • Ability to build constructive working relationships with staff, colleagues and clients. 	
Knowledge and Understanding	<ul style="list-style-type: none"> • Knowledge and understanding of the community/voluntary sector in Northern Ireland. 	
Special Circumstances (e.g. shift work car owner)	<ul style="list-style-type: none"> • Ability to work flexible, unsocial hours on occasion and to travel throughout Northern Ireland, UK and elsewhere at times demanded by the job. 	<ul style="list-style-type: none"> •