

## **JOB DESCRIPTION: SPECIAL SALES CO-ORDINATOR**

Department: Sales

Reports to: Head of Special Sales

### **Purpose of the Job**

To assist the Head of Special Sales with the day-to-day running of the busy Special Sales Department. Special Sales Co-ordinator will provide full administrative back-up as well as managing some accounts with responsibility for bringing in their own revenue.

The role will include working with existing customers to maintain and grow our business. Additional responsibilities will include identifying, researching and developing new business opportunities in the Premiums and Incentives market and Non Traditional (may include cold-calling).

### **Duties and responsibilities**

- Order processing and stock reservations
- Customer re-orders: checking stock, unit costs and liaising with stock control
- Managing a number of customers in the non-traditional / book club market
- Providing sales support for all Special Sales customers, including raising Print Instructions in Biblio3
- Maintain/update the Special Sales Budget Forecast Grid
- Regular customer presentations and follow-up, and customer mailings
- Gathering and preparing sales material for all customer presentations
- Provide organisational and administrative support to the Special Sales, Editorial and Design team, including minuting meetings and uploading new Special Sales editions onto Biblio3
- Working closely with Production to assure best costs
- Liaising with Production/Distributor to progress orders and deliveries and to ensure that books are invoiced on time
- Liaising with other areas of the business to maximise sales opportunities, including reprint meetings
- Manage Customer Services email inbox and distribute queries to relevant members of UK Sales team and other departments
- Ordering Gratis copies from the warehouse for UK Sales team
- Customer service/trouble-shooting
- Dealing with ad hoc requests from customers for information and material
- Involvement in the conception and creation of bespoke product for specific customers
- Managing projects from start to finish, ensuring books are on budget and on time
- Attending in-house meetings on an ad-hoc basis
- Attendance at Seasonal Sales presentations
- Other reports on an ad hoc basis
- Maintaining customer records
- Staying up to date with the market (competitor/customer activity, industry news), and the extensive Walker list.

**Current customers**

Pandora, Gemma Books, MBE Books, Tara, Boxer Gifts, Booklife, Kirker Travel

Shared accounts: Scholastic Clubs, Scholastic Fairs, Troubadour, Scottish Booktrust, Red House

As and when: 4Louis, Bear Hunt Productions, Rainbow Designs, Dennicci, abbie's Fund

**Qualities and skills required**

- Presentation and negotiation skills
- Good understanding of MS Excel
- Numerate
- Ability to work as part of a team but show initiative
- Ability to work under pressure and manage a busy workload
- Ability to communicate at all levels
- Ability to create customer presentations and product information sheets on PowerPoint or other suitable software
- Methodical and organised with an eye for detail
- Passion for children's books