

# Sales Administrator in Foodservice Wholesale (Bi-Lingual English & Chinese)

B E Foods Pty Ltd 

 Blacktown, Sydney NSW

 Client & Sales Administration (Administration & Office Support)

 Full time

**Location:** Blacktown, Sydney, NSW

**Department:** Client & Sales Administration

**Employment Type:** Full-Time

**Hours of Work:** 9:30AM to 6:00 PM work in office and 6:00 PM to 8:30 PM.

Join our team at B E Foods Pty Ltd as Sales Administrator (Food Service). In his role, you will play a crucial part in ensuring seamless customer interactions, order processing, and sales support during the specified hours. Please note that the "6:00 PM to 8:30 PM" option falls on Sundays.

## Key Responsibilities:

- Supporting both Chief of Revenue and Sales Office Manager with customer inquiries.
- Handling daily office administration tasks.
- Ensure when keying in orders the correct prices, order quantities, purchase order numbers and delivery dates are processed correctly.
- Support in product promotions when necessary.

- Update customers with daily shortages and delays or other issues as they arise.
- Attain and expand your product knowledge within B&E Foods range.
- Deliver exceptional customer service by efficiently handling product inquiries, order processing, and delivery-related queries via email and phone.
- Strive for first-call resolutions, maintaining a friendly and professional demeanor.
- Assist customers with our online ordering platform, ensuring a smooth experience.
- Pay meticulous attention to detail when processing phone and email orders, ensuring accuracy.
- Provide potential customers with sales and technical information, generating quotes, and maintaining customer records.
- Support customer complaints to the relevant departments for resolution.
- Collaborate with various departments to address customer account-related issues and other tasks as required.
- Stay updated on company policies and procedures.

### **Skills and Qualifications:**

- No sales experience is fine, your work ethic & character are more important.
- Ideally the candidate would have 1 year of proven experience as a sales support agent or sales administrator in Food Service Distributor Industry.
- Multilingual Speaker (Mandarin and/or Cantonese) due to maintaining current clientele (Essential).
- Proficiency in MS Office applications.
- Strong understanding of sales processes and prior customer service experience.
- Ownership mentality, taking pride in your work and its impact on the company's success.
- Proactive approach to identifying cross-selling and upselling opportunities.
- Effective team player with dedication and the ability to meet deadlines.
- Excellent interpersonal and communication skills for teamwork and top-notch customer service.

### **Benefits:**

- Opportunity for career growth in a rapidly expanding company.
- A friendly and evolving work culture that embraces a modern and open environment.
- Supportive and accessible management team to address your questions and concerns.

If you're ready to take your career to the next level and contribute to a dynamic sales team during the specified hours, we invite you to join us at B E Foods Pty Ltd.

Apply now and be a part of our exciting journey.

**B&E Foods is an Equal Opportunity Employer, and we welcome applications from all backgrounds and communities.**