



Job Description

Sales Support Administrator

BCA operates the largest used-vehicle marketplace in the UK and Europe operating in 10 countries, 60 different locations, selling 1.3 million vehicles per annum. BCA touches over 3.5m vehicles a year as it provides services along the vehicle life cycle from port to dealerships for new vehicles to refurbishment and logistics for used vehicles and the core re-marketing and auction operations.

This is an exciting opportunity to join British Car Auctions, a fast paced company that really values your skills and hard work - a chance to work for the BCA Sales Support Team, a positive and focused team working for Europe's largest vehicle remarketing company.

Main purpose of job:

The Sales Support Administrator is an important role within the BCA Sales team and will report into the Sales Support Manager. The Sales Support Administrators are responsible for providing excellent service support to Sales account managers, Sales team and vendors on a day to day basis. The sales support administrator will become knowledgeable in all BCA products to enable the supply of excellent sales support.

They work with the rest of the Sales Support team and the vendor Account Managers to provide reporting writing services, vendor support, product resources and account management support. The ideal candidate will be customer service driven, pay close attention to detail and be able to demonstrate effective time management and work prioritising skills. Additionally, the role requires extensive customer service and relationship building skills and excellent communication skills, both written and oral.

Main Responsibilities:

- Provide extensive daily support to the sales team including regular and ad hoc reporting writing on vendor activity, preparation for sales reviews or new meetings with vendors
- Work with the rest of the Sales Support team and the sales Data Analyst to ensure consistency and accuracy of data provided to Account Managers and vendors
- Work with the rest of the Sales Support team to look at ways to improve the efficiency and standardising of vendor reporting
- Make effective use of data reporting tools and support Account Managers in their use
- Support the Account Manager as agreed to handle incoming calls and email queries from customers and manage any customer issues to satisfactory resolution or escalate issues to the account manager if required
- Provide support to other team members when required
- Communicate well and keep Account Managers, and other relevant stakeholders, informed of vendor-related issues
- Manage hotel bookings and travel arrangements and assist with events management as required



Essential Criteria

Extensive experience of MS Office tools, particularly Excel and PowerPoint

Experience in supporting a (field based) sales team

Excellent customer service experience

Works well under time pressure and able to manage time and workload priorities

Able to work well as a team and also confident to work without supervision

Proactive

Local to BCA Blackbushe as the role will predominately be office based but occasional travel to other BCA site may be required

Professional, Approachable, team player, excellent communicator

Working Hours

Working hours are Monday to Friday from 9.00am to 5.30pm

Working for BCA

We have been bringing together buyers and sellers for nearly 70 years. Starting in 1946 as Southern Counties Car Auctions, we were one of the first companies to let people across the UK buy and sell a wide range of cars at auction, from budget run-arounds to exotic imports.

Working for BCA you will receive;

Benefits include a minimum of 23 days' holiday

Company pension scheme

Internal promotion as much as possible

Free parking onsite

Cycle to work scheme

Subsidised onsite restaurant

Reward scheme that offers online and high street discounts

If you're looking for a career that has great teamwork, training, rewards, long-term scope and is going places - apply now!