

MACNAUGHTON HOLDINGS LIMITED

JOB DESCRIPTION

Job Title:	Sales Desk Administrator
Location:	Perth
Department:	Sales
Responsible to:	Sales Administration Manager
Responsible for:	There is no responsibility planned for supervising staff.

Job Purpose

To work as a member of a team providing a professional and efficient service to customers, distributors and agents, to achieve a high level of service and customer satisfaction.

Principal Duties

1. Processing customer orders and reservations, received by telephone, fax, email and post. This includes:
 - Checking the order/reservation details and discussing with the customer where necessary.
 - Inputting the order/reservation onto the computer system and confirming stock availability.
 - Checking input details and order confirmation paperwork.
 - Liaising with other departments regarding delivery dates for out-of-stock items and special makes.
 - Allocating stock receipts to back-orders.
 - Printing and distributing the appropriate internal and external paperwork.
 - Amending and cancelling orders where necessary.
 - Maintaining an order tracker to monitor progress of special weaves.
2. Raising customer requests for fabric cuttings.
3. General liaison with customers to discuss stock availability, order status, stockists and other related enquiries.
4. Dealing with potential new customers and forwarding account application packs.
5. Dealing with customer complaints. This includes:
 - Recording and inputting customer complaints onto the computer system.
 - Liaising with customers regarding the agreed return of goods.

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Principal Duties (continued)

6. Liaising with Area Sales Managers, Export Agents and Distributors to resolve any issues or queries.
7. Routinely reviewing the files and deleting out of date pro forma invoices and reservations.
8. Filing all paperwork regularly to ensure that an up to date and accurate filing system is maintained.
9. Photocopying forms and price lists to maintain adequate stocks.
10. Faxing fabric performance certificates to customers as and when required.
11. Ensuring that all Area Sales Managers, Export Agents and Distributors receive the allocated number of pattern books when new collections are launched.
12. Assisting with period bulk mailings to customers.
13. Cutting and labelling fabric samples for mailing to customers.

Other Duties

The post holder will be required to perform duties appropriate to the post, other than those given in the job description. The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of responsibilities entailed.

Attributes

In addition to an excellent timekeeping and attendance record, the following attributes are required.

- Excellent communication skills both orally and written.
- A confident and polite telephone manner.
- Good attention to detail and accuracy.
- A team player with initiative and a flexible attitude.
- A good understanding of Microsoft Office and other general PC skills.
- Full capacity to recognise and distinguish between different colours.
- Ability to prioritize workload.

Note

This job description is for the guidance of applicants only and does not form part of any offer or contract of employment.

MACNAUGHTON HOLDINGS LIMITED

EMPLOYMENT INFORMATION

POSITION	Sales Desk Administrator
LOCATION	Perth - Head Office
HOURS OF WORK	37.5 hours per week - Monday to Friday Hours to be set between 9am to 5pm. Additional hours may be required to fulfil the duties of the post.
ANNUAL LEAVE	30 days holiday entitlement per annum which includes time off for public/bank holidays. The leave year runs from 1st January to 31st December.
SALARY	Based on experience. Payment is made monthly in arrears.
PENSION	The Company operates a Personal Pension Plan which is currently administered by The People Pension. The Company matches the employee's contribution up to a maximum of 7% of the employee's basic salary.
GROUP LIFE	There is a Group Life Scheme, currently administered by Legal & General, which provides for a payment of 4 times annual salary in the event of death in service.

ADDITIONAL INFORMATION

QUALIFICATIONS	The Company's selection procedure requires that successful candidates have their qualifications validated. One or more of the institutions which have awarded the successful candidate a degree or other qualification will be contacted.
NO SMOKING POLICY	The Company operates a no smoking policy.
EQUAL OPPORTUNITIES	The Company is committed to equal opportunities and welcomes applications from all sections of the community.

APPLICATIONS

Application and equal opportunities monitoring forms should be sent to Personnel Services - Vacancy Reference SDA, Macnaughton Holdings Limited, Tower House, Ruthvenfield Road, Perth, PH1 3UN. If you do not wish us to contact any of your referees without your specific prior consent, please state this clearly on your Application for Employment Form.

Please ensure that you quote the vacancy reference number SDA on all of your forms and on the outside of the envelope.

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GENERAL COMPANY INFORMATION

History

The original weaving business began in 1783 at Remony near Aberfeldy, Perthshire and moved to Pitlochry in 1835. Over the years there have been many changes to the business although it has always remained within the same family. Since 1999 the Head Office and warehousing operations have been based in Perth, with production operations located in Keith and Paisley.

Company Structure

Macnaughton Holdings Limited is a privately owned company, managed by a Board of executive and non-executive Directors. The executive Directors are responsible for their separate divisions (Finance, Operations, Production and Wholesale) with overall responsibility resting with the Managing Director.

The Company employs approximately 70 people in total. The majority of the employees are based in Perth, Paisley and Keith, with certain Sales Personnel based in other areas in Scotland and England

The Brands

The Company's products are wholesaled under the following brand names.

The Isle Mill

The Isle Mill is known for its fine upholstery fabrics and throws designed by an in-house team and manufactured from predominantly natural fibres. The stock collections are supplied to the interior design and hospitality markets in the U.K. and abroad through a network of agents and distributors. A design and manufacturing service is also offered to other wholesalers.

The House of Edgar

This market leading brand offers a flexible stock service to meet the needs of the Highland wear market. Approximately 1,000 kilting tartans are stocked along with an extensive range of jackets, sporrans, brogues, hose, ties and a selection of tartan giftware.

Whitehill & Wilsons - Paisley

The Whitehill & Wilsons brand has been built around the famous Paisley teardrop motif that has inspired a range of scarves and shawls for the retail market. The original archive designs have been translated into modern patterns and colours.

Whitehill & Wilsons - Scout/Guide Neckerchiefs

For many years Whitehill & Wilsons has been the main supplier of neckerchiefs to the Scout and Guide movements in the U.K. and Europe. Standard troop, district and council neckers are available and special neckers for scouting events are regularly produced.

MACNAUGHTON HOLDINGS LIMITED

EMPLOYING PEOPLE - A BRIEF OUTLINE OF OUR COMPANY'S POLICY

The Company's success depends to a significant extent upon the contribution of its employees. The Board of Directors therefore recognises that fair and effective employment policies are essential to the achievement of that success.

The Company also recognises that the success of these policies requires that there should be an awareness and acceptance of them at every level of the organisation. The successful development, implementation and operation of employment policies require the involvement of all employees.

The Board of Directors has identified the following policy areas, based on the foregoing principles, which it considers are essential to the future success of the Company:

- Health and safety - to maintain safe and healthy working conditions for all employees.
- Staff planning - to determine the future mix of skills and size of workforce required, and plan to meet the Company's needs.
- Equal opportunity - to do everything possible to ensure that all present and potential employees have an equal opportunity.
- Security of employment - to provide security and continuity of employment, consistent with the need to ensure the continued viability of the organisation.
- Training - to set appropriate standards of performance for the organisation and to provide training which ensures these standards are met.