

JOB DESCRIPTION

Job Title	Commercial Administrator
Reports to	Head of Commercial Projects and Excellence
Purpose of Role	
To provide a wide range of administrative support across B2C and B2B sales, e-commerce, purchasing, and logistics functions, ensuring the smooth and efficient operation of daily business activities. The role supports customer and supplier relationships, sales order processing, online trading platforms, procurement activities, stock management, and distribution processes, while maintaining accurate records and delivering excellent service standards.	

Key Accountabilities and Responsibilities

Accountabilities

1. Provide quick, efficient, and accurate administrative support to B2C activities and B2B sales teams.
2. Proactively identify and respond to support requirements across commercial, e-commerce, purchasing, and logistics functions, recommending and implementing practical solutions to improve efficiency and service delivery.
3. Maintain and utilise business systems effectively, including Axapta, databases, and other electronic resources.
4. Support e-commerce operations by assisting with online order processing, product administration, customer communications, and issue resolution to ensure a positive customer experience.
5. Coordinate purchasing administration activities, including raising purchase orders, liaising with suppliers, supporting intercompany transfers, maintaining supplier records, and supporting procurement processes to ensure continuity of supply.
6. Coordinate with internal teams, carriers, and third-party providers to ensure an effective support service.
7. Communicate effectively with colleagues, customers, suppliers, and stakeholders, seeking clarification where required, sharing information promptly, and working collaboratively to resolve queries and achieve business objectives.
8. Build strong working relationships across departments, providing hands-on support and contributing to a collaborative and customer-focused culture, supporting the efficient flow of information and business activities.
9. Prioritise workload effectively to manage multiple tasks and competing deadlines while maintaining high standards of accuracy and attention to detail.
10. Work within agreed Service Level Agreements (SLAs), policies, and procedures, ensuring all activities are completed efficiently, professionally, and in line with business requirements.

Responsibilities

Administration support

1. Provide administrative support to the Sales and Purchasing teams, including preparing quotations, maintaining customer records, producing reports, and supporting customer account management activities.
2. Respond to or forward customer and supplier enquiries via telephone, email, and online channels, ensuring a professional and timely resolution.
3. Monitor and maintain accurate stock, customer, supplier, and product data within Axapta, CRM databases, and e-commerce systems.
4. Process and manage B2C and B2B customer orders accurately and efficiently, ensuring all order information is recorded and maintained within business systems.
5. Produce regular reports and management information relating to sales, purchasing, inventory, customer service, and operational performance.
6. Assist with new customer and supplier account setup processes.
7. Book travel for the Commercial team where necessary.
8. Support company trade show projects, including stand design, graphics, layout, and furniture setup.
9. Manage company marketing merchandise, including business cards, branded notebooks, pens, and workwear featuring the Click logo.
10. Organise and purchase customer gifts when required.
11. Produce and update customer presentations.

Purchasing

12. Raise and process purchase orders in accordance with company procedures, ensuring accurate documentation and timely communication with suppliers.
13. Liaise with suppliers regarding order status, delivery schedules, pricing, and product availability to support purchasing activities.

E Commerce

14. Support e-commerce operations through maintaining online product information, order processing, customer communications, returns administration, and issue resolution.

Logistics

15. Coordinate logistics and distribution activities, including shipment administration, delivery tracking, and communication with carriers and warehouse teams.

Person Specification - Skills & Competencies Required

1. Administration experience which demonstrates supporting multiple departments in a fast-paced environment.
2. Proficient in Microsoft Office applications, particularly Excel, Word, Outlook, and PowerPoint.
3. Strong data entry and administration skills with a high level of accuracy and attention to detail.
4. Ability to analyse and manipulate data using Excel, including formulas, pivot tables, filtering, sorting, and reporting functions.
5. Experience using ERP, CRM, and business management systems (e.g. Axapta, Dynamics, SAP...etc).

Abilities, Skills and Behaviours

6. Excellent written and verbal communication skills with the ability to communicate effectively with customers, suppliers, and colleagues at all levels.
7. Strong organisational and time management skills with the ability to prioritise multiple tasks and meet deadlines.
8. Customer-focused approach with a commitment to delivering high levels of service and support.
9. Problem-solving skills with the ability to identify issues, source and investigate solutions, and take appropriate action.
10. Ability to work independently using initiative whilst also contributing effectively as part of a team.
11. Strong numerical skills
12. Commercial awareness to support sales, purchasing, and logistics activities.