



GILL

JOB VACANCY

Role: Education Sales Support Assistant

Starting Month: October 2021

Type of Vacancy: Full time

Reporting to: Sales Support Manager

Hours: 09.00 – 17.00 Monday - Friday

Gill Education, Ireland's leading publisher of educational and trade titles, is seeking a Sales Support Assistant for its demanding education department. The successful candidate will be an organised and self-motivated person, with exceptional communication and skills who will strive to provide efficient, prompt, and excellent customer support.

Key Responsibilities/tasks:

- Provide support for Gill's team of sales representatives as required
- Provide support for customers (teachers) via phone and email
- Perform various forms of data input
- Process orders and sample requests
- Provide regular updates to the Sales Support Manager, including feedback on our products and other market information
- Update and maintain in-house systems (CRM, Affino etc.)
- Create and maintain sales and customer support documentation
- Any other duties assigned to support the Sales Support Manager

Key Competencies/experience:

- Excellent telephone manner and written communication skills
- A good working knowledge of Office 2010, Excel and Outlook is essential
- A natural ability to provide a high-level of customer support
- The ability to perform well under pressure
- A strong work ethic and excellent attention to detail
- Flexibility and a drive to learn

Experience/Qualifications

- In-house training will be provided on all in-house systems
- Previous experience in a similar role desired
- Leaving Certificate or Higher

Applications

Apply with CV and covering letter by 18th October 2021 to Deborah Marsh (dmarsh@gill.ie), Executive Assistant & HR Administrator, Gill, Hume Avenue, Park West, Dublin 12.