

## Commercial and Sales Administrator – Omega Plastics Group

### Who we are and what we do:

The Omega Plastics Group is a plastic injection moulding and tooling business. It comprises two businesses – Omega Plastics and Signal Plastics. Omega Plastics is based in a 45,000 sq. ft facility on Team Valley Trading Estate in Gateshead, which is also our Group head office. Signal Plastics is based in a 43,500 sq. ft facility on Bentall Business Park in Washington.

Our group has a reputation for technical expertise and delivering solutions to challenging problems or in short timeframes. We assist customers from product conception through the tooling development cycle and into serial production. Our flexibility and value-add approach means we can be a strategic partner to customers and strive to develop long-term relationships.

We work across four main sectors: industrial and technical, consumer, automotive and medical. We hold ISO 9001 and IATF 16949 certifications. We deliver low to high volume plastic injection moulding using 25 injection moulding presses, ranging from 30 to 1,300 tonnes, some with robot demoulding and packing capability. In addition, we integrate plastic mouldings into more complex assemblies which we manage on behalf of our customers.

The group is growing, with a workforce of over 160 colleagues (from 90 in 2019) across both businesses and we continue to invest in our people, infrastructure and facilities. Our people are key to the success of the business. We offer a competitive salary and benefits package and invest in the training and development of our colleagues.

You can find out more about us at [www.omegaplasticsgroup.co.uk](http://www.omegaplasticsgroup.co.uk)

### The vacancy

We are recruiting a **Commercial and Sales Administrator**. This is a permanent, full-time role based mainly at our head office on Team Valley.

Reporting to our Commercial Manager and part of our commercial team, you will undertake the administration for our quotation and new order processes to ensure all documentation is up to date and correctly stored as well as communicating with existing and new customers and colleagues across the business. You will also update our CRM system, ensuring data is accurate and complete as well as generating reports for the team.

If you have excellent organisational, communication and IT skills and are looking for an opportunity to contribute to the growth of a business with strong strategic leadership and a commitment to continuous improvement, this could be a great opportunity for you.

We offer a salary of **between £20,000 and £23,000** (depending on qualifications, skills and experience), 25 days annual leave (plus statutory holidays), company pension scheme, life insurance (2x salary), Employee Assistance Program, company sick pay, Cycle to Work scheme, free hot drinks and other benefits.

All candidates must have the immediate right to work in the UK - sponsorship is not available at this time.

**To apply for this role, please send a covering letter setting out why you are suitable for this role together with a CV setting out qualifications and experience to [careers@omega-plastics.co.uk](mailto:careers@omega-plastics.co.uk) by 5pm on Friday, 1 July 2022.**

## Role Description

### Main duties and responsibilities

- Support the Commercial Manager to compile quotations for new work. This involves compiling data packs to send to suppliers, helping to resolve supplier queries, collating supplier quotations, documents and data and presenting to Commercial Manager for quotation generation.
- Log quotations in CRM, create folders and ensure the team have visibility of quote requirements
- Communicate with customers by telephone and email to confirm receipt of enquiry, and highlight any initial queries
- Receive and process purchase orders, close CRM records and collate documentation for handover to Engineering and/or Production teams.
- Supporting the Commercial Manager to ensure all data is compiled accurately and correctly for handover to our Engineering and Operations teams
- Responsible for ensuring completeness of data input into the CRM system and running reports as required. Liaise with our CRM supplier (Capsule) on any changes needed.
- Maintain and update core team documents (e.g.: timelines and standard commercial sheets) to ensure accuracy and visibility to colleagues
- Support organisation of events including co-ordination, planning, booking and hosting or attending. Update the events calendar for regular review. Maintain and circulate Commercial team call calendar for outbound and inbound visits for awareness of all teams
- Support lead generation activities where required, including Google searches and research into sectors and potential customers, as directed by relevant managers
- Circulate standard reports against agreed schedules, including CRM reports, pipeline reports, business winning reports, and update dashboards
- Answer inbound calls and emails to the team, forwarding as appropriate
- Undertake any other reasonable duties as required related to the role

### The ideal candidate

We are looking for someone with the right experience, skills and attitude to join us. These may include:

- An enthusiastic and helpful team member, willing to take on tasks and seek opportunities to help and support colleagues
- Ability to understand instructions and clarify/ask questions where not sure
- Experience in Word, Excel, PowerPoint and MS Office skills
- Excellent organisation and time-management skills
- Excellent verbal and written communication skills
- Strong customer service skills
- Knowledge of CRM systems (desirable)
- Excellent attention to detail and accurate typing and data entry skills
- Maths and English GCSE Grade C / 4 or equivalent