**STRICTLY NO AGENCIES**

**We are looking for Sales Office/Operations Manager!**

We are recruiting… and if you are an experienced Sales Office /Operations Manager, then this could be the job for you!

**Firstly, a little bit about us**.

Founded in 1995, we are at the forefront of the latest developments in LED Lighting Design and Lighting Controls. With in-house design and development, including our own photometric testing lab, we undertake extensive research and are dedicated to LED innovation and product design.

It is the people at LDL who continue to push boundaries and epitomise innovation, making us the company we are.

We are a progressive company with significant growth over the past 3 years, and we continue our focus on long term growth and going from strength to strength. As a result of this, we are looking to expand our team.

**The Role:**

You will play a pivotal role in driving sales growth and managing the day-to- day operations of the office. The right candidate will have experience in a manufacturing environment, and strong office management skills. We are looking for an excellent all-rounder, with amazing interpersonal skills, great communication abilities and strong customer service expertise.

You will have a naturally upbeat and positive personality, with the ability to think quickly when responding to customer needs, be well organised and able to priortise workloads whilst demonstrating excellent attention to detail. Strong IT skills, including Microsoft Word and Excel are a must, and our ideal candidate will be comfortable working in an open-plan office.

Some of your main duties and responsibilities include:

* Answer inbound calls and email sales enquiries.
* Collaborate with internal teams to ensure seamless execution of sales, production and delivery processes.
* Maintain high standards of service to the client each day
* Manage the daily throughput of customer orders
* Coach and mentor the sales team
* Prepare and submit sales reports, forecasts, and other relevant documentation as required.
* Identify areas for process improvement and implement solutions
* Ensure compliance with company standards and regulations
* Participate in factory visits.
* Continuously seek opportunities for process improvement and optimisation within the sales function.
* Oversee daily office operations to ensure efficiency and productivity.
* Communicate between Sales, Production and Despatch to ensure smooth, seamless and efficient delivery of orders
* Maintain and update office policies and procedures.
* Handle administrative tasks such as scheduling meetings, organising files, and managing correspondence.
* Assist in the onboarding process for new employees and provide necessary office orientation.
* Ensure a clean, organised, and professional office environment.

Qualifications:

* Proven track record of success in sales or customer service, preferably within the manufacturing or construction industry.
* Strong interpersonal and communication skills, with the ability to effectively engage and influence clients at all levels.
* Excellent negotiation and persuasion abilities.
* Self-motivated, results-oriented, and capable of working independently as well as part of a team.
* Proficiency in Microsoft Office Suite and CRM software.
* Valid driving licence and willingness to travel as required.
* Experience in Sage
* Previous experience in office management or administrative roles is preferred.
* Strong organisational skills and attention to detail.

Benefits:

* Opportunities for career growth and advancement within the organisation.
* Dynamic and collaborative work environment.
* Training and development programs to enhance your skills and expertise.

This is a great chance to become part of the team in a business that encourages long-term career development and progression, and which supports employees throughout their careers.

This is a full time, permanent position based at our newly expanded headquarters in Wigan. There are many benefits to joining our dynamic, growing team. We promote a friendly environment of trust that always encourages suggestions for improvements from team members.

Salary for this position is negotiable depending on experience.

**If you are passionate about sales and have experience in varied roles and environments, along with strong office management skills, we want to hear from you!**

**To apply for this exciting opportunity … Simply send us your CV and Covering Letter to** **info@ldl.lighting**