



Internal Sales Support

Reporting to: Commercial Operations Director

Job Location: Milton Keynes

Department: Internal Sales Support

The Company

When it comes to designing, manufacturing, and distributing party products, Amscan leads the way. With over 70 years' experience we bring exciting, innovative ranges for all occasions to more than 40,000 retailers around the world. At Amscan we pride ourselves on offering great products at competitive prices, combined with expert advice. We provide a One Stop Shop solution across the three main categories of party, balloons and costumes totalling over 12,000 products in the UK.

Our aim is to be the market leader in the Party, Balloon and Dress Up categories, the best product, the best service, the best place to work.

Scope and Remit

To provide a first-class, efficient, and professional customer support service while supporting our Account Managers.

Core Duties

- Provide support to Account Managers.
- Undertake administrative work following internal processes to ensure the effective running of the Business Unit.
- Assisting with business support projects.
- Undertake administration for and organisation of exhibitions and events.
- Generate customer specific reports using in house reporting systems.
- Track seasonal orders to ensure timely fulfilment.
- Handle all customer enquiries in a timely manner and in line with both the Company's and the customer's expectations Liaison with internal teams, including Account Managers and Warehouse colleagues.
- Make bookings for customer orders and communicate to the warehouse team.
- Inform customers of out of stocks and next available due dates.
- Liaise with Accounts regarding orders "on hold" and payment issues and resolve to the customer's satisfaction.
- Manage the Database, including updating customer records regularly.
- Investigate discrepancy requests from customers and provide relevant information to the warehouse to be actioned in a satisfactory timeframe.
- Raise relevant RMA's and /or credits onto in house System 2000 with agreed time scales.
- Check and monitor balances and forward orders for stock availability.
- Attend off site customer meetings.

- Liaise with Finance on customer pricing to support the Sales Account Manager.
- Complete MA (margin analysis) forms based on target price provided by account manager and liaise with finance.
- Complete discount authorisation forms based on information provided by the Account Manager and liaise with Finance.
- Raise quotes based on information from Account Manager and approval of MA's (margin analysis).
- Investigate pricing queries and follow internal procedures ensuring an effective resolution is communicated to customer.
- Work with Account Managers to process promotions correctly.
- Support Account Manager to create line lists from planograms with either Skoocloud (internal system for images and line lists) or Excel.
- Provide relevant product information to customers using in-house systems.
- Obtain sales figures from customer/s for both domestic and FOB sales, forward to Inventory and Demand Planner plus Amscan Asia contacts.
- Raise holding orders and create back-order commitments to ensure stock availability.
- Review out of stocks and consider replacement options to ensure no gaps in store.
- Liaise with stock team to recall stock from outside storage to meet customer orders.
- Create range sheets with all relevant information for the customer.
- Check on stock levels for re-worked items follow internal processes to meet customer demands.
- Assist with customer meetings as required by Account Manager
- Send out new product information/sell sheets to all customers.
- Arrange customer sample requests/mock-ups.
- Competitor shopping and provide feedback.
- The above list of tasks is not exhaustive, and the post holder may be required to take on additional tasks as and when required by the company.

Knowledge, training and experience required

Skills

- Good IT skills, with an intermediate level in Microsoft Office
- Good eye for planograms and ranging
- Decisive
- Project management
- Time management essential
- Excellent communication skills – both verbal and written
- Effective communicator to a variety of audiences
- Able to build and maintain strong working relationships
- Prioritisation and organisation
- Independent and team working
- Good administration skills
- Organisation and prioritisation
- Ability to manage a high workload and meet deadlines
- Attention to detail and accuracy

Knowledge and Experience

- Customer support experience
- Knowledge and experience in dealing with EDI (electronic data interchange)
- Experience using System 2000 - desirable
- Experience using an ERP (enterprise resource planning) or CRM (customer relationship management) - desirable
- Experience of providing internal support

- Experience of free on board (FOB)

Key behaviours and personal attributes

To embrace the Amscan family values and be:

- Positive and able to demonstrate an enthusiastic and 'can do' attitude
- Respectful, supportive, and empowering of your colleagues
- Proactive, and able to turn problems into solutions and opportunities for learning
- Customer focused, always striving for success
- Team oriented and balance hard work with our passion for a Party

Other key behaviours and attributes:

- Flexible approach to work and embraces change in a positive manner