



Job Description

Administration & Sales Support

Reporting to the General Manager, the Administration & Sales Support role provides responsive customer service and accurate sales administration while helping the wider operation run smoothly. The role processes customer orders and quotes, answers enquiries, maintains customer and sales records, supports invoicing and delivery coordination, and contributes across the small team wherever needed.

Key Responsibilities

Customer Service and Sales Support

- Provide friendly, professional and efficient service to customers by phone, email and in person.
- Process customer orders and quotes accurately and promptly.
- Respond to customer enquiries, resolve straightforward issues and refer complaints or complex matters when required.
- Advise customers of unavailable stock, suggest suitable alternatives and manage backorders promptly.
- Maintain standing orders for assigned customers and support positive, lasting customer relationships.
- Identify appropriate sales opportunities and provide accurate product and pricing information.

Order, Invoice and Delivery Administration

- Enter and manage orders accurately so the correct products are invoiced and dispatched for the scheduled delivery date.
- Assist with invoicing, manual dockets, credits and related administration in RealTime.
- Coordinate deliveries and communicate relevant information to customers and internal teams.
- Confirm purchase orders are completed for future production requirements.
- Keep production action sheets, labels, schedules and container files current and ready when required.

Customer, Product and Sales Records

- Maintain accurate and up-to-date customer, product, price list and sales records.
- Set up codes for new products and ensure relevant product information is recorded.
- Collect and securely store supplier certificates of analysis and product specifications.
- Maintain accurate web order information and keep Shopify content current.
- Support stocktake and investigate or report identified data or processing errors.

General Administration and Team Support

- Answer incoming calls, greet visitors and ensure visitors entering operational areas follow sign-in and Health and Safety requirements.
- Prepare spreadsheets, reports and other administration for the General Manager.
- Use Microsoft Office confidently to maintain records, correspondence and reports.
- Maintain the website and drive social media activity.
- Help across the business during busy periods or team absences and complete other reasonable duties as directed by your manager.

Health and Safety

Support Health & Safety at the branch as needed to ensure legal compliance across all levels in the branch.

Under the Health and Safety at Work Act 2015 you are obliged to:

- Take reasonable care of your own health and safety, including reasonable care that others are not harmed by something you do or don't do.
- Follow reasonable health and safety instructions given by anyone at Bidfood, as far as you are reasonably able to.
- Cooperate with any reasonable Bidfood business policy or procedure relating to the workplace's health and safety.
- Ensure that all accidents, injuries near misses or hazards that occur at work or that affect your work are reported as soon as possible to your Supervisor/Manager or branch Health and Safety Coordinator.

Food Safety

- Always maintain the highest standards of food safety.
- Follow personal hygiene and food safety policies in line with the Food Control Plan.
- Maintain appropriate dress, grooming, and hygiene standards.