



**HWM-Water Ltd**  
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Llantarnam Park Way  
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United Kingdom

**Tel:** +44 (0) 1633 489 479  
**Fax:** +44 (0) 1633 877 857  
**Web:** [www.hwm-water.com](http://www.hwm-water.com)

## **Sales Administrator**

### **About Us**

HWM is a leading manufacturer of utility monitoring solutions developed to save customers water, energy, time and money. Our services include the design and manufacture of telemetry equipment, along with installation and data delivery expertise. We have over 30 years' experience delivering services to the water, wastewater and gas sectors.

### **Job Purpose**

The position will require you to liaise, report and work closely with the Sales Office Manager. The successful applicant must have a strong background of working within a busy office, order processing and forecasting. A good customer service background, strong administration skills, a good telephone manner and an eye for detail are essential.

### **Role & Responsibilities**

- Operate as the lead point of contact for any and all matters specific to your customers
- Order processing and shipping arrangements
- Respond to customer enquiries, queries and complaints
- Provide accurate quotations
- Ensure particulars such as customer credit is in place on orders before dispatch
- Process orders and produce all related paperwork
- Assist with high severity requests or issue escalations as needed

The above list of responsibilities is not exhaustive, and you may be required to undertake other responsibilities and training as requested by your line manager, appropriate to your role.

### **Qualifications, Skills and Experience**

Administration and customer interface experience is essential, but full training will be given.

- Must be methodical
- Ability to prioritise workload
- Ability to stay focussed in a busy environment
- Excellent verbal and written communication skills
- A customer focussed approach at all times
- Strong administration skills
- The successful candidate will be IT literate, numerate and will want to be part of a team
- Knowledge or experience of electronic (or other) technical products is an advantage

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**Benefits**

- Full-time role
- Contributory pension scheme
- 25 days per annum holiday entitlement
- Free parking
- Friendly and proactive working environment

**How to Apply**

To apply for this vacancy please send an up to CV, along with a covering letter to [hr@hwm-water.com](mailto:hr@hwm-water.com).