

Sales and Accounts Administrator

The Company

The Petzl UK Agency is the Lyon Equipment Ltd team dedicated to servicing Petzl (a French brand) www.petzl.com in the UK and Ireland. The key responsibilities of the agency include Sales Representation, Marketing, Sales Administration, Technical Support and Aftersales, for both the Outdoor and Work at Height & Rescue markets.

We provide a friendly, contemporary and dynamic working environment and we strongly value a good work life balance.

We are seeking to appoint a Petzl Sales and Accounts Administrator to join the Petzl UK Agency. The role will be based at our office in Tebay, Cumbria.

Key responsibilities of the role

- Answering and responding to incoming telephone calls and emails and liaising with colleagues as appropriate in order to deliver an exemplary customer experience
- Processing orders and quotes
- Tracking customer orders from quotation through to final delivery
- Keeping on top of overdue customer payments
- Handling new account enquiries efficiently
- Learning about Petzl products and solutions
- Advising customers on product selection
- Communicating with the France based Petzl team
- Liaising with the sales representatives
- Supporting Aftersales as and when needed at busy periods and/or holiday cover

In addition to working directly with our customers, the Petzl Sales and Accounts Administrator will also work closely with other departments both here in the UK office and Petzl France.

It is essential that you are happy working as part of a small team in an open office environment.

What we need from you

- Have a strong command of English and can demonstrate verbal and written communication skills
- Ability to communicate in a clear and concise manner
- Demonstrate excellent administration skills
- Be able to handle enquiries in a diplomatic, helpful, and efficient way
- Be organised, with excellent attention to detail and understand the importance of following business processes
- Have good computer skills and experience of data entry
- Be self-motivated and happy to work as a team member
- Be willing to undertake personal training and development

Hours of Work

This is a position which equates to a 37.5-hour week within the hours of Monday to Thursday 08:00 to 17:00 and Friday 08:30 to 14:00. although a reduced hour week e.g. 09:00 -15:00 will be fully considered.

The benefits include

- Commencing salary likely to be in the region of £24,000- £25,000 (or pro rata) dependent on experience
- 30 days (or pro rata) holiday entitlement per annum including public holidays with loyalty increments (up to 5 extra days holiday or pro rata)
- Inclusion into our qualifying pension scheme
- 2pm Friday finish for all staff
- Flexible approach to time off for medical appointments

Following completion of a successful probationary period

- Invitation to join our company healthcare scheme
- Generous trade and staff discount
- Free use of company loan kit
- Cycle to Work scheme

To apply

An application pack can be downloaded from the employment section on our website www.lyon.co.uk. Alternatively, please contact our HR department on 015396 26317 / hr@lyon.co.uk

Please return your completed application form (and accompanying cv if you wish) to hr@lyon.co.uk or if returning by post to:

Julia Aspinall
HR Manager
Lyon Equipment Limited
Units 3–7 Tebay Business Park
Old Tebay
Penrith
CA10 3SS

Closing date for applications: 12 noon, Friday 7th February 2025

An office-based interview will take place: Monday 17th – Friday 21st February 2025

Second office-based interviews - if needed - will take place: Week commencing 24th - 28th February 2025