

## Sales/Admin Coordinator (Jewelery)

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Company: Pyramedia Group

Location: abu dhabi

Category: other-general

Job Title: Sales/Admin Coordinator (Jewelery)

Department: Sales and Administration

Reports to: Sales Manager

### Job Summary:

The Sales/Admin Coordinator (Jewelery) is responsible for managing the jewelry website, overseeing stock management, handling client relations, and coordinating various channels involved in the sales process. This role serves as a single point of contact for interactions with stakeholders such as DHL Express, the banking institute, and logistics and delivery partners. The Sales/Admin Coordinator plays a vital role in ensuring smooth operations and providing excellent customer service in the jewelry sales department.

### Responsibilities:

Manage the jewelry website, including updating product information, images, and inventory availability using the Website CMS (Content Management System).

Monitor and maintain accurate stock levels, ensuring inventory is correctly recorded, tracked, and replenished as necessary.

Coordinate with suppliers to ensure timely delivery of jewelry items and handle any issues related to stock availability.

Serve as the primary point of contact for client inquiries, orders, and requests, providing

exceptional customer service and resolving any issues or concerns.

Collaborate with the sales team to process orders, generate invoices, and facilitate payment transactions using the banking eCommerce payment processing platform.

Coordinate with logistics and delivery partners, such as DHL Express, to ensure timely and secure shipment of jewelry orders to customers.

Assist in the preparation and maintenance of sales reports, analyzing data to identify trends, opportunities, and areas for improvement.

Conduct market research to stay updated on industry trends, competitor activities, and customer preferences.

Support the sales team in preparing sales presentations, promotional materials, and marketing campaigns.

Collaborate with internal teams, including marketing and finance, to ensure seamless coordination and alignment of sales and administrative activities.

Maintain accurate and up-to-date records of client interactions, orders, and other relevant information using CRM (Customer Relationship Management) software.

Provide administrative support, such as scheduling appointments, managing correspondence, and organizing meetings and events.

Continuously enhance knowledge of jewelry products, industry standards, and emerging trends to provide informed assistance to clients.

#### Qualifications:

High school diploma or equivalent; additional education in business administration or a related field is a plus.

Proven experience in sales coordination, administrative support, or customer service roles.

Familiarity with website CMS platforms, banking eCommerce payment processing systems, and CRM software.

Strong organizational and multitasking skills, with the ability to prioritize and meet deadlines.

Excellent communication and interpersonal skills, with the ability to build rapport and maintain professional relationships with clients and stakeholders.

Detail-oriented and accurate in data entry, order processing, and documentation.

Proficient in using computer systems and software, including Microsoft Office Suite.

Ability to adapt to changing priorities and work effectively in a fast-paced environment.

Strong problem-solving skills and the ability to handle client inquiries and resolve issues in a timely manner.

Knowledge of the jewelry industry, including different types of jewelry, materials, and production processes, is advantageous.

Understanding of logistics and supply chain management concepts is a plus.

#### Physical Requirements:

This role primarily involves working in an office environment, utilizing computers, phones, and other standard office equipment.

Occasionally, there may be a need to lift and move lightweight jewelry items for display or packaging purposes.

The above information on this job description is designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Duties, responsibilities, and activities may change at any time with or without notice. We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, colour, sex, age, national origin, religion, sexual orientation, gender identity and/or expression.

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