Job Description

GMK

• SALES OFFICE ADMINISTRATOR

HEAD OFFICE - FAREHAM

About the role: Sales Office Administrator

Contract type:	Full-time Permanent
Job Title:	Sales Office Administrator
Salary:	Competitive salary, dependent on experience.
Hours:	37.5 hours per week - Monday to Thursday 8:30am – 5.00pm, Fridays 8:00am – 4:30pm/8:30am – 5:00pm on a rota basis
Location:	GMK, Bear House, Concorde Way, Segensworth, Fareham, Whiteley, PO15 5RL
Reports to:	Sales Admin & Procurement Manager

About GMK Ltd:

GMK Ltd is the UK's leading distributor of premium firearms and shooting sports equipment. We are proud to be part of the Beretta Holding group, the oldest family-run firearms manufacturer in the world, with a rich heritage spanning over 500 years.

Our diverse portfolio includes renowned brands such as Beretta, Holland & Holland, Centanex, The Beretta Gallery and brands known for their quality and performance such as Chapuis, Tikka, Sako, Stoeger, RWS, Norma, Geco, Sordin, Hausken and Vanward.

About the role:

We are looking to recruit a highly motivated, organised Sales Administrator to join our admin/customer service team. This is a varied role dealing with trade and consumer enquiries as well as providing a supporting role to our UK field sales executives.

Key Responsibilities:

- Answering and responding professionally to all customer enquiries via telephone and email
- Entering and monitoring orders to ensure customer delivery requirements are met, including any special arrangements regarding delivery, invoicing, etc
- Working collaboratively to solve customer issues as quickly and as efficiently as possible
- Processing returned goods, collection of goods and credits
- Completing export administration
- Dealing with all aspects of consumer enquiries relating to our products, availability through the network of stockists, taking decisions on complaints and returns
- Supporting and liaising with our field sales executives
- Assisting with the organisation of goods for trade shows and events
- Warranty processing
- Maintaining and updating customer database files

About the role: Sales Office Administrator

Qualifications and Skills

- Strong communication skills – verbal and written
- Good IT skills, confident with Microsoft Word & Excel
- Positive can-do attitude
- A high level of attention to detail with internal motivation for accuracy and efficiency
- Able to work within a team and independently
- Due to our location, a car driver is recommended

Compensation & Benefits

- 23 days annual holiday (increases with length of service)
- Company events
- Free on-site parking
- Life assurance
- Income protection
- Enhanced Maternity and Paternity pay
- Annual bonus scheme
- Salary sacrifice scheme
- Professional development training opportunities
- Cycle to work scheme

Previous administration experience is essential.

Experience of country pursuits, shooting in particular, would be advantageous but is not essential.

Non-Disclosure and Barring Service Check: This position is subject to the Rehabilitation of Offenders Act (Exceptions Order)1975. Please be aware that we shall seek both voluntary disclosure and a formal Disclosure and Barring Service Check

CVs and applications to: HR@gmk.co.uk

Sites

Bear House

The HQ for GMK Ltd is Bear House. The total surface area is 32,000 sq feet (3,000 sqm). Within the facility there is office space, a showroom area, a dedicated workshop, a secure gun armoury, an ammunition store, pallet racking and general warehouse space. A total of around 45 people are based at Bear House.

The London Beretta Gallery

Under the GMK umbrella is the London Beretta Gallery. Spread over three floors the shop retails a mixture of Beretta countrywear, technical shooting clothing and firearms, and now incorporates a Holland & Holland Concession

Holland & Holland

The prestigious Holland & Holland Shooting Grounds are set in 60 acres of beautiful open countryside on the outskirts of London. We have excelled at providing world-class shooting tuition since 1939 and remain the premier destination to fire shotguns and rifles to this day

Centanex

Centanex distraction devices are manufactured at a dedicated site in Lincolnshire. The small team consists of engineers with specialist knowledge and trained production staff.

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Our diverse portfolio includes renowned brands such as:

Beretta: World-leading manufacturer of firearms, including the shotguns used to win 14 out of 15 Olympic medals in Paris.

Holland & Holland: Prestigious manufacturer of bespoke firearms and owner of a renowned shooting ground with a Royal Warrant.

Centanex: Specialises in the design, manufacture and supply of pyrotechnic tactical products. Provider of advanced solutions for military and law enforcement agencies.

BDT (Beretta Defence Technologies): Provider of advanced solutions for military and law enforcement agencies.

The Beretta Gallery: Flagship retail store located on St James's Street, London, offering a luxurious shopping experience.

Tikka, Sako, RWS, Norma, and Chapuis:
Premium brands known for their quality and performance.

GMK Ltd is 80% owned by Beretta Holding, ensuring we are at the forefront of innovation and technology in the shooting sports industry. We are committed to providing exceptional customer service and promoting responsible shooting sports across our various divisions.

Beretta Holding S.A. is the controlling company that embraces over 30 worldwide businesses in which it has either direct or indirect control. The group specialises in hunting and competition shooting sectors as well as tactical products.

BERETTA
HOLDING

GMK Ltd, Bear House, Concorde Way, Fareham, Hampshire, PO15 5RL **www.gmk.co.uk**