**Job Description**

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| Job Title: | International Sales Support |
| Department: | Finance  |
| Location: | Hampton Wick  |
| Country: | UK |
| Level: | Individual Contributor |
| Reports To: | Financial Controller |
| Role Type: | Permanent /Full Time |
| Contracted Hours/Days: |  | Updated 25/04/2022 |

**About Us**

Reveal Media specialises in Body Worn Camera systems that capture evidence from a first-person perspective. This equipment has a proven and major impact on crime reduction, abuse against the wearer and the associated cost reductions.

We have become the most successful European company in this rapidly expanding market and have sold our equipment to the majority of Police Forces in the UK as well as many local authorities and private organisations. Reveal Media has also sold into over 40 countries and is rapidly expanding its international activities.

It's an exciting time to work for Reveal as we continue to lead the world in the development and application of Body Worn Video Technology.

**Purpose of the Role**

Provide sales administration support to International Sales personnel and act as interface between International Sales and other departments including operations and finance to ensure the smooth operation of sales with customers globally.

**Responsibilities**

Responsibility Area 1: Sales Order Processing

* Daily sales order processing of all international orders received from Sales
* Order entering and management in Sage
* Salesforce.com order management
* Asset Management
* Preparing all necessary paperwork for shipping of products including engagement with couriers
* Dangerous Goods shipping
* Ordering shipping supplies
* Checking customer payments with Finance team
* Raise monthly report for finance against Repair Credit Customers
* Raise monthly report for Sales team to advise of expiring warranties and licenses
* Raise invoices for repairs on request from quotes issued by support team
* Liaising with customers – shipping updates, invoices, credit notes
* Taking credit card payments over the phone and checking BACS payments with Finance team
* Produce weekly Open Sales Order reports for Finance and Sales
* Requesting credit checks where necessary
* Sending out software links to new customers

Responsibility Area 2: Trial Stock Management

* Management of trial stock for International Sales
* Processing of trial agreements
* Work with Sales personnel to ensure trial stock is returned on time

Responsibility Area 3: Harmonised Code Research

* As needed, research Harmonised Codes for all countries that products are shipped to, ensuring the correct H.S. Codes are used on commercial invoices for different product types
* Maintain the Harmonised Codes document and file country specific research data in the appropriate folder

Responsibility Area 4: US Sales Tax

* Calculating Sales tax for relevant customers
* Processing tax exemption certificates
* Registering of tax in new US states as and when necessary
* Filing historical registrations as and when necessary
* Filing monthly tax returns

Responsibility Area 5: Resellers

* Managing reseller contracts
* Conducting ABC checks on new resellers

Responsibility Area 6: Ad-Hoc Responsibilities

* Additional reporting as and when necessary
* Managing leads and distributing them to the correct sales personnel
* Updating company stationery as and when necessary
* Adding and updating products on Salesforce

**Essential Qualifications, Skills and Experience**

* Ability to self-organise and prioritise as required
* Ability to effectively communicate internally and to customers and channel partners
* Knowledge of and capability to use Sage, Salesforce.com and MS Office

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| Employee Name:  | Line Manager: |
| Signature: | Signature: |
| Date: | Date: |