



MAIL BOXES ETC.
#PeoplePossible

Central Sales Supervisor Job Description

Department:	Central Sales Management
Reports to:	Business Development Manager
Location:	Central London
Job Status:	Permanent, Full Time
Salary:	£32-£35,000 depending on skill set, qualifications and prior experience
Qualifications:	Graduate level

Person Specification:

A highly focused individual, a team player, willing to take initiative with the ability to prioritise workload and to supervise others. Excellent interpersonal skills and ability to project manage, negotiate and work successfully with stakeholders including colleagues, customers and external contacts. Excellent written and spoken English. Strong IT skills, including Microsoft Office. A commercially driven person focused on profitability across the central sales business unit. The role allows for a proportion of home-based working (up to 40%), allocated to meet the needs of the business.

Main duties and responsibilities:

Mailbox activities:

- Operate as supervisor for central sales team members
- Migrate all aspects of mailbox customer management from MBE stores to MBE (UK) during the onboarding process
- Process and automate mailbox renewals, ensuring customers pay the correct rates for services provided, including fees for any additional services (e.g. registered office hosting)
- Process non-compliant mailbox customers, in-line with company policy
- Cancel mailbox services at customers request, in-line with company policy
- Provide support to online mailbox customers

Auction Logistics activities:

- Training franchisees on the Auction Logistics processes
- Scheduling and allocating auction sales within using our inhouse systems, ensuring items are categorised prior to the sale date
- Monitoring and reporting on the accuracy of the categorisers
- Ensuring that franchisees check the pricing before the sale date and actioning any legitimate amendments
- Ensuring that customer POA (Price On Application) pricing requests are responded to, meeting or exceeding pre-defined service levels
- Ensuring that all other customer service requests in relation to "Auction Logistics provided by Mail Boxes Etc." are responded to

Mail Boxes Etc. (UK) Limited | 15 Cromwell Park, Chipping Norton, Oxfordshire | OX7 5SR

T. 01608 649230 | E. info@mbe.uk | W. www.mbe.co.uk

Registered in England number. 3107457 | VAT number. 667 9919 57



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General activity:

- Handling telephone and email enquiries from customers in accordance with MBE UK Guidelines
- Providing analysis and inputting on the continuous improvement of the systems and performance of the division
- KPI reporting, including but not limited to;
 - Sales income per store
 - Mailbox status (e.g. live, on-hold, terminated)
 - New and cancelled customers and non/late payers
 - Auction Logistics monthly sales data

Whilst the role may allow for a proportion of home-based working, the position is office-based. Therefore, you must be able to commute daily, or as required, to our offices in central London.

The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company's business

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