



Senior Sales Administrator

Are you ready to join a friendly family business where your sales administration skills really make a difference?

We're Polybush, a leading UK manufacturer of aftermarket suspension components, and we've got an exciting opportunity for a **Senior Sales Administrator** at our Wrexham site. This is a varied role at the heart of our small but successful team, where you'll handle everything from sales and customer service to stock and despatch planning. If you're organised, confident on the phone, and keen to develop your career in a supportive environment, we'd love to hear from you.



The Company

Polybush is part of **Bonaprene Products**, a family-owned business with 50+ employees based on Wrexham Industrial Estate.

Our dedicated Polybush team of 7 works in a modern, open-plan office. As market leaders in polyurethane suspension bushes, we design and manufacture for customers across five sectors, from OEMs and national distributors to independent garages and car enthusiasts worldwide.

We believe in long-term relationships — with our customers and our team. That's why we invest in training, support and a friendly culture where people genuinely enjoy coming to work.

The Role

As a **Senior Sales Administrator**, you'll play a key role in keeping our sales and operations running smoothly. You'll receive full training, but we'll also give you the space to make the role your own.

Your responsibilities will include:

- **Sales & Customer Service** – dealing with trade and retail customers over the phone, email and occasionally face-to-face, providing product and delivery quotations, handling complaints, and resolving account issues.
- **Sales Performance** – using your sales experience and confidence to close sales over the phone.
- **Order Processing** – managing sales orders, including contract and account review, as well as processing returns and supplier orders.
- **Stock & Despatch** – planning despatches to both individuals and large companies, supporting stock control and replenishment, and assisting with order despatch. Warehouse and stock experience are essential. Knowledge of shipping goods abroad will be advantageous.
- **Systems & Records** – keeping our CRM up to date, maintaining accurate order progress, and understanding bills of material (essential). Experience of Sage or similar systems would be a big advantage.
- **Additional Duties** – General administration.

What You Have to Offer

- Strong customer service skills and a proven sales track record
- Organisational skills and the initiative to solve problems independently
- Good IT skills, ideally with Sage or similar stock control software
- A team-focused approach and flexibility to handle varied tasks
- A mindset geared towards quality, reliability, and continuous improvement

Package & Benefits

- **Competitive Salary** – depending on experience, paid monthly (with one week held back and paid at the prevailing rate upon leaving)
- **Annual Bonus Scheme** – recognising your contribution to company success (after qualifying period)
- **Holidays** – 20 days plus bank holidays, rising to 23 with service. Time off is structured so everyone can fully switch off during spring/summer and Christmas shutdowns
- **Hours** – a consistent working week: Monday–Thursday 8.30am–5pm, Friday 8.30am–4.30pm (30-minute lunch)
- **Pension** – company scheme for your long-term security
- **Stability** – SSP during sickness and the support of a long-established, family-run business
- **Growth & Training** – comprehensive training in the role and opportunities to broaden your skills over time

Why Join Us?

At Polybush, you'll be part of a small team where your ideas and efforts are noticed, and where we genuinely want people to grow with us. If you're looking for a long-term role with stability, variety and a positive working culture, this could be the perfect fit.