



Sales Administrator

Job Title: Sales Administrator

Reporting To: Sales Manager

Location: Iskandar Puteri, Johor

Industry: Aerospace Maintenance Repair & Overhaul (MRO)

Job Summary

The Sales Administrator plays a critical role in supporting daily sales operations within an aerospace MRO business, ensuring seamless coordination between commercial, operations, finance, and customers. This position focuses on managing administrative and transactional activities across the sales cycle.

Key Responsibilities

Sales Operations Support

- Process customer orders accurately and in a timely manner (Intercompany RFQ → Quotation → Purchase Order → Order Confirmation).
- Ensure all sales orders are properly recorded and tracked in internal system.
- Maintain organised documentation for all sales transactions.

Production & Order Monitoring

- Liaise with production and operation teams to monitor order progress.
- Follow up on lead times, delays, and delivery schedules.
- Escalate issues where necessary to ensure commitments are met.

Logistics & Shipping Coordination

- Coordinate with logistic providers and internal team for shipment arrangement.
- Prepare and verify shipping documents (invoice, packing list, AWB, etc.).
- Track shipments and proactively update Sales Manager on delivery status.
- Ensure compliance with export/import regulations and company procedures.

Communication & Reporting

- Act as the focal point between commercial and operations team.
- Provide regular, accurate, and up-to-date reporting on order status to Sales Manager.
- Communicate proactively with customers regarding order updates, delays, and shipment details.
- Support the Sales Manager with reports, dashboard, and operational insights.

Finance & Invoicing Coordination

- Coordinate closely with the Finance department to ensure timely and accurate invoicing.
- Verify billing details against customer orders and delivery records.
- Support follow-up on invoices, payment status, and any billing discrepancies.



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Requirements

- Diploma or Bachelor degree in Business Administration, Logistics, Supply Chain, or related field.
- **Fresh graduates are encouraged to apply.**
- Prior experience in sales support, customer service, or logistics coordination is an advantage.
- Strong organisational and multitasking skills with attention to detail.
- Good understanding of sales processes and order lifecycle is preferred.
- Proficient in Microsoft Office (Excel, Word, Outlook); experience with ERP systems is an advantage.
- Strong communication skills, both written and verbal.
- Ability to work independently and coordinate across multiple functions.

Key Competencies

- Accountability and ownership
- Strong coordination and follow-up skills
- Problem-solving mindset
- Customer-oriented approach

Success Criteria

- Accurate and timely order processing
- On-time shipment coordination and delivery tracking
- Efficient invoicing coordination and payment follow-up
- Improved efficiency in sales operations
- High level of customer satisfaction

About Sunaero

Sunaero is an innovative aerospace MRO (Maintenance, Repair & Overhaul) company specializing in rapid aircraft repair solutions, particularly in fuel system, structural repair, and leak detection technologies. Established in 1993 and headquartered in France, the company operates globally with presence across Europe, the Americas, and Asia, supporting airlines, OEMs, MROs, and military operators. Driven by innovation and a strong customer-focused approach, Sunaero continues to expand its capabilities and global footprint, positioning itself as a trusted partner in the aerospace industry.