



Job Description

Role:	Internal Sales Executive
Reporting to:	General Manger
Direct Reports:	None
Budget:	None
Location:	UK Head Office, Southampton
Salary:	£25-30k

Job Purpose:

As an Internal Sales Executive you will play a crucial role in our sales department by providing support to our internal and external sales team. Your primary responsibility will be to assist with administrative sales tasks and ensure an efficient operation within the Sales Department.

Job Accountabilities:

- Respond to customer enquiries via email or telephone and assist them by providing a competitive quotation that meets their requirements.
- Process Sales orders and maintain accurate records. Liaise with operations and logistics to ensure all orders are delivered on schedule.
- Collaborate with the Internal and External sales team to meet and exceed sales targets.
- Route qualified opportunities to the appropriate external salesperson for further development and closure.
- Manage and resolve customer queries in a timely and efficient manner.
- Provide customers with a good understanding of our products and services so that you become an integral part of the sales team.



- Build and maintain supplier relationships.
- Understand and manage Inventory levels.
- Any other duties that reasonably fall within the remit of the role

Measures for the role:

- Customer Feedback positive at all times
- Percentage of quotes won – 15%
- Profitability of sales and projects at all times
- Invoicing is up to date and accurate at all times

Person Specification for Internal Sales Executive

	Essential	Desirable
Qualifications (academic, technical and professional)	<ul style="list-style-type: none"> • 5 GCSEs C grade or above. Must include Maths & English 	<ul style="list-style-type: none"> • HNC/HND in Mechanical engineering degree or equivalent/related
Experience (work and tasks)	<ul style="list-style-type: none"> • Proven internal sales experience • Strong telephone presence and experience dealing with multiple calls per day • Proven experience of producing robust, commercially viable and profitable quotations that are successful • Proven track record of customer relationship management and customer care • Experience working with CRM tools/systems • Proven track record of problem solving and producing results to deliver customer requirements 	<ul style="list-style-type: none"> • Knowledge of Microsoft Business Central or equivalent package
Skills (e.g. PC, driving)	<ul style="list-style-type: none"> • Literate and numerate • PC literate – Outlook, Word and Excel • Negotiation 	



	<ul style="list-style-type: none"> • Technical competence in heating systems • Attention to detail • Ability to multi-task, prioritise and manage time effectively 	
Competencies / behaviours	<ul style="list-style-type: none"> • Customer focused • Innovative and creative • Planning and organising skills • Strong listening skills • Team membership and leadership • Commercial awareness • Communication and influencing • Managing performance • Building collaborative relationships • Analytical thinking • Quality focus • Self-motivated • Problem solver 	
Other	Occasional travel may be required to visit key customers or suppliers.	

