



## Job Description

<b>Role:</b>	Internal Sales Executive
<b>Reporting to:</b>	General Manger
<b>Location:</b>	UK Head Office, Southampton
<b>Package:</b>	Competitive salary + bonus scheme up to 10% of salary 25 days holiday (plus bank holidays) Birthday holiday Ongoing training and development Supportive, collaborative team culture

### Job Purpose:

As Internal Sales Executive your key focus will be to build lasting positive customer relationships. You will play a key role in growing the business, managing customer enquiries, preparing quotations, identifying sales opportunities, winning new business and supporting the overall sales process.

### Duties & Responsibilities:

- Proactively contact new and existing customers to generate business
- Fully understand customer objectives to maximise business opportunities
- Provide accurate, comprehensive and competitive quotations that meet customer requirements
- Process sales orders and maintain accurate records
- Manage and resolve customer queries in a timely and efficient manner
- Provide product information and tailored advice
- Collaborate effectively with colleagues to provide quality customer service
- Develop positive long-term relationships with customers



- Any other duties that reasonably fall within the remit of the role

## Skills & Experience

	Essential
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven internal sales experience within a related industry</li> <li>• Strong telephone presence and experience dealing with multiple calls per day</li> <li>• Proven experience of producing robust, commercially viable and profitable quotations that are successful</li> <li>• Proven track record of customer relationship management and customer care</li> <li>• Experience working with CRM tools/systems</li> <li>• Proven track record of problem solving and producing results to deliver customer requirements</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Clear and articulate communicator</li> <li>• Literate and numerate</li> <li>• PC literate – Outlook, Word and Excel</li> <li>• Negotiation</li> <li>• Detail oriented, with a high level of accuracy</li> <li>• Ability to multi-task, prioritise and manage time effectively</li> </ul>
<b>Competencies / behaviours</b>	<ul style="list-style-type: none"> <li>• Proactive, driven by achievement</li> <li>• Resilient, able to solve problems effectively</li> <li>• Strong commitment to providing quality customer service</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Knowledge of Microsoft Business Central or equivalent package</li> <li>• Knowledge of Microsoft Dynamics CRM</li> </ul>

