



# Job Description

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



Essco Group, Unit J1, Adanac North,  
Adanac Dr, Southampton SO16 0BT

T. 01489 779068  
sales@esscogroup.co.uk  
www.esscogroup.co.uk

Essco Controls Ltd (Trading as Essco Group)  
Reg in UK: 06166936, at Office 2.3 Design Hub, Coventry  
University Technology Park, Puma Way, Coventry, CV1 2TT



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

## Skills & Experience

|                                  | <b>Essential</b>   |
|----------------------------------|--|
| <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>  |

