



INTERNAL SALES EXECUTIVE

About this role

About Us: IQD is a leading timing and frequency control company dedicated to delivering high-quality products and services to our customers. We are committed to innovation, excellence, and continuous improvement. Based in Crewkerne, Somerset, UK, we have a network of long-standing global customers. As a centre of excellence in frequency products for the Würth Elektronik (WE) eiSos group, we benefit from global infrastructure and support while maintaining the agility of a small business.

Company Culture: At IQD, we foster a collaborative and inclusive work environment where every team member is valued and encouraged to contribute their unique skills and perspectives. Our culture is built on the principles of respect, integrity, and continuous learning. We believe in empowering our employees through professional development opportunities and promoting a healthy work-life balance. Innovation and excellence are at the heart of everything we do, and we strive to create a workplace where creativity and teamwork drive our success.

Job Summary: Join IQD's Internal Sales Team during an exciting growth phase! As an Internal Sales Executive, reporting to the Internal Sales Director, you'll be part of a dynamic team of around 23 colleagues, servicing a diverse portfolio of customers and delivering top-notch customer service in the Frequency Products industry. Building strong relationships with both distributors and direct business customers is crucial for our sales growth. You'll also collaborate closely with our Business Development Managers.

Duties

- Maintain long-lasting relationships with existing customers through exceptional after-sales service.
- Grow profitable sales within your assigned region (existing and new products).
- Regularly contact customers via phone and email and support the company at trade exhibitions.
- Follow up on sales enquiries from potential customers through website chats, email, and inbound calls.
- Respond promptly to quotes and other customer requests.
- Provide dedicated customer service and sales support for existing and potential customers.
- Act as the initial point of contact for existing and potential customers.
- Analyse sales-related enquiries and create quotes and projects.
- Proactively call existing and potential customers.
- Gather and log market information concerning potential customers and competitors.
- Establish strong relationships with internal and external customers.
- Contribute to future sales strategies.
- Occasionally travel overseas and stay overnight as necessary.



Skills and Experience

Essential:

- Proven experience in a sales or customer service role.
- Tenacious and determined with strong negotiation skills.
- Confidential and trustworthy with strong integrity.
- Confident and dynamic self-starter, able to work independently while following established practices.
- Highly computer literate and able to quickly navigate new software.
- Well-organized with meticulous attention to detail.
- Effective time management skills and ability to work under pressure and meet deadlines.
- Adaptable, flexible, and able to multitask.
- Strong written and verbal communication skills with a good telephone manner.
- Approachable team player with good interpersonal skills.
- Fluent in both written and verbal English; a second language is an advantage.

Desirable:

- Experience within the electronic components industry.
- Experience working with distributors and business-to-business customers.

Benefits

- Bonus
- 35 hours per week, Monday - Friday – flexible
- Permanent contract
- Hybrid working

See the website for a full list of company benefits