



IQD JOB DESCRIPTION:

INTERNAL SALES EXECUTIVE

Reporting to:	Internal Sales Director
Department:	Internal Sales
Location:	IQD Frequency Products, Station Road, Crewkerne, Somerset, TA18 8AR
Salary:	£-£ per annum pro rata
Contract Type:	Permanent
Hours:	35 hours per week (IQD supports hybrid and flexible working arrangements where appropriate)

ABOUT IQD Frequency Products

IQD Frequency Products is a leading specialist in timing and frequency control solutions, dedicated to delivering high-quality products and exceptional service to our customers worldwide. Based in Crewkerne, Somerset, UK, we support a long-established global customer network built on trust and reliability. As a recognised centre of excellence in frequency products within the Würth Elektronik (WE) eiSos group, we combine the strength, infrastructure, and global reach of a large organisation with the responsiveness and agility of a smaller business. Our commitment to innovation, quality, and continuous improvement drives everything we do.

Our Culture

We foster a collaborative, inclusive, and supportive working environment where individuals are respected, valued, and encouraged to contribute.

Our culture is built on:

- Respect and integrity
- Open communication
- Continuous learning and development

IQD Vision

To create a workplace where people enjoy coming to work, feel valued, and are supported to perform at their best.

IQD Mission

To build an open, honest, and supportive environment where everyone feels comfortable contributing, developing, and reaching their full potential.

Equality at IQD

IQD Frequency Products is an equal opportunities employer. We are committed to creating an inclusive environment for all employees and welcome applications from individuals of all backgrounds.

IQD Frequency Products Ltd ■ Station Road ■ Crewkerne ■ Somerset ■ TA18 8AR ■ UK

Tel: +44 (0)1460 270200 ■ Email: info@iqdfrequencyproducts.com

Registered in England No: 06478545 ■ VAT Registration No: GB932 4502 45

PURPOSE OF THE ROLE:

To grow profitable sales and deliver responsive, high-quality sales support across an assigned region. The Internal Sales Executive is the first point of contact for existing and prospective customers, building trusted relationships with distributors, direct business customers and supporting the wider sales team to achieve sustainable growth.

Reporting to the Internal Sales Team Lead, the role works closely with Business Development Managers and colleagues across IQD to provide practical, commercially focused support in the frequency products market.

KEY RESPONSIBILITIES:

- Providing dedicated sales support for existing and potential customers.
- Grow profitable sales within the assigned region across existing and new products.
- Build and maintain productive relationships with distributors and direct business customers.
- Respond promptly and professionally to sales enquiries received through website chats, email, inbound calls, and other channels.
- Work closely with Business Development Managers to support account development and sales growth.

MAIN DUTIES:

- Evaluate sales enquiries, preparing customer quotations, project details, and appropriate pricing levels.
- Proactively contact existing and prospective customers by telephone and email.
- Gather and record market information on prospective customers and competitors.
- Establish strong working relationships with internal colleagues and external customers.
- Contribute relevant customer and market insight to future sales strategies and internal company projects.

ADDITIONAL DUTIES:

The post holder may be required to undertake any other reasonable duties commensurate with the role

KEY RELATIONSHIPS:

Internal: Internal Sales Director, Internal Sales team, Business Development Managers, Customer Service, Operations, Finance, and wider IQD colleagues.

External: Distributors, direct business customers, prospective customers, and exhibition contacts.

BENEFITS

- Complimentary refreshments (tea, coffee, fresh fruit)
- Bank holidays plus Christmas/New Year office closure
- Hybrid and flexible working: For eligible roles, hybrid working may be available; however, some positions require full-time office attendance
- BUPA Cash Plan
- Life assurance
- Training and development opportunities
- Career progression opportunities

PERSONAL SPECIFICATION

INTERNAL SALES EXECUTIVE

Only include criteria that is genuinely necessary to perform the role. Mark each criterion as Essential (E) or Desirable (D) and state how it will be assessed.

Criteria	Essential (E) or Desirable (D)?	Assessment Method
Qualifications & Training		
Relevant sales, customer service, or business administration qualification, or equivalent experience	E	Application / Interview
Evidence of relevant learning and development	E	Application
Experience		
Experience in a sales or customer service role, preferably in a business to business environment	E	Application/ Interview
Knowledge		
Understanding of sales processes, quotation management, and customer relationship management systems	E	Interview
Skills		
Clear written and verbal communication skills, including a professional telephone manner	E	Interview
Commercial awareness, negotiation skills, and the ability to analyse customer enquiries	E	Interview
Effective planning, organisation, time management, and ability to work to deadlines	E	Interview
Strong IT skills and confidence using Microsoft Office and customer relationship management systems	E	Application / Interview
Must be fluent in verbal and written English	E	Application / Interview
Second language would be desirable.	E	Application / Interview
Personal Attributes		
Ability to work independently and collaboratively as part of a team	E	Interview
Adaptability, resilience, and ability to manage multiple priorities	E	Interview
Accuracy, attention to detail, confidentiality, and integrity	E	Interview
Customer focus, initiative, and a proactive approach to relationship building	E	Interview

Working Conditions Include any role-specific working conditions that are genuinely relevant. For example:		
Use of a computer and multiple screens for most of the working day	E	Interview
Regular telephone, email, and video communication with customers and colleagues	E	Interview
Substantial keyboard usage throughout the working day	E	Interview
Occasional travel to customers, conferences, trade exhibitions, and meetings, including overseas travel and overnight stays	D	Interview

DOCUMENT CONTROL	
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