



## JOB SPECIFICATION

<b>Job Title</b>	Internal Sales Executive	<b>Revised</b>	23 <sup>rd</sup> April 2021 K Cox
<b>Department(s)</b>	Sales	<b>Reports To</b>	Sales Office Manager
<b>Main Purpose</b>	To actively promote and sell the company's products, providing the best customer service in the frequency products industry.		
<b>Main Duties &amp; Responsibilities include the following; other duties may be assigned</b>			
<ul style="list-style-type: none"> <li>• Providing dedicated customer service and sales administration support for existing and potential customers</li> <li>• Acting as initial point of contact for existing and potential customers covering all aspects of their business with the company, ensuring that all necessary tasks are promptly completed and effectively communicated to all relevant personnel</li> <li>• Analysis of all sales related enquiries and creation of opportunities in CRM system where appropriate</li> <li>• Responding to quote &amp; other customer service requests from existing and potential customers within 24 hours if practically possible</li> <li>• Sales order entry and expediting</li> <li>• Proactive calling existing &amp; potential customers</li> <li>• Proactively gathering &amp; logging market information concerning potential customers, customers and competitors</li> <li>• Notifying your line manager of any lost business along with reasons for not winning</li> <li>• Ensuring actions from visit reports are completed within 24-hours if practically possible</li> <li>• Ensuring a high degree of accuracy is maintained in all tasks</li> <li>• Occasional support at trade exhibitions</li> <li>• Establishing strong relationships with internal and external customers and other departments within the business</li> <li>• Carrying out any reasonable request by your line manager</li> </ul>			
<b>Other Duties &amp; Responsibilities</b>			
Contribution to future sales strategies			
<b>Supervisory Responsibilities</b>			
n/a			
<b>Fiscal Responsibilities</b>			
n/a			
<b>Key Performance Monitors</b>			
Quote completion, follow-up and conversion Sales growth in your teams' regions			
<b>Location</b>			
Somerset head office Occasional overseas travel & nights away may be necessary			



## PERSON SPECIFICATION

<b>Job Title</b>	Internal Sales Executive	<b>Revised</b>	23 <sup>rd</sup> April 2021 K Cox
<b>Department</b>	Sales	<b>Reports To</b>	Sales Office Manager
<b>Qualifications</b>			<b>Rating</b>
<ul style="list-style-type: none"> <li>▪ Education to degree level or equivalent preferred</li> </ul>			
<b>Essential Experience</b>			
<ul style="list-style-type: none"> <li>▪ Interaction with people</li> <li>▪ Working as part of a team</li> </ul>			
<b>Desirable Experience</b>			
<ul style="list-style-type: none"> <li>▪ Sales, especially within the electronic components or frequency products industry</li> </ul>			
<b>Languages</b> (written and oral)			
<ul style="list-style-type: none"> <li>▪ Fluent in English</li> <li>▪ Other language/languages very beneficial</li> </ul>			
<b>Personal Skills</b>			
<ul style="list-style-type: none"> <li>▪ Confidential and trustworthy with strong integrity</li> <li>▪ Confident and dynamic self-starter, able to work on your own whilst following established working practices</li> <li>▪ Well organised with meticulous attention to detail</li> <li>▪ Effective time management skills and able to work under pressure and meet deadlines</li> <li>▪ Adaptable, flexible and able to multitask</li> <li>▪ Tenacious and determined</li> <li>▪ Highly computer literate and able to use CRM, ERP and general office software tools</li> <li>▪ Strong negotiating skills</li> <li>▪ Strong written and verbal communication skills with good telephone manner</li> <li>▪ Approachable team player with good interpersonal skills</li> </ul>			
<b>Total Rating</b>			