



JOB SPECIFICATION

Job Title	Internal Sales Support	Revised	23 rd April 2021
Department(s)	Sales	Reports To	Sales Office Manager
Main Purpose	To actively promote and sell the company's products, providing the best customer service in the frequency products industry.		
Main Duties & Responsibilities include the following; other duties may be assigned			
<ul style="list-style-type: none"> • Providing dedicated customer service and sales administration support for existing and potential customers • Preparing quotations on CRM system for completion by Internal Sales Executives • Analysis of all sales related enquiries and creation of opportunities in CRM system where appropriate • Responding to quote & other customer service requests from existing and potential customers within 24 hours if practically possible • Sales order entry and expediting • Updating and maintaining customer records on CRM system • Gathering & log market information concerning potential customers, customers and competitors • Notifying your line manager of any lost business along with reasons for not winning • Ensuring actions from visit reports are completed within 24-hours if practically possible • Ensuring a high degree of accuracy is maintained in all tasks • Establishing strong relationships with internal and external customers and other departments within the business • Carrying out any reasonable request by your line manager 			
Other Duties & Responsibilities			
Contribution to future sales strategies			
Supervisory Responsibilities			
n/a			
Fiscal Responsibilities			
n/a			
Location			
Somerset head office Occasional overseas travel & nights away may be necessary			



PERSON SPECIFICATION

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