

JOB DESCRIPTION

POSITION Sales Support Executive	
DEPARTMENT: Sales	REPORT TO: Sales Director
TYPE OF EMPLOYMENT:	Full Time

PRIMARY ROLE
Provides operational support with greater responsibility, proactive problem-solving, and closer involvement in the sales process. Supports the sales team by managing key administrative and operational tasks. Acts as a bridge between sales, customers, and internal departments, assisting with sales processes and helping to deliver excellent service to customers.

KEY RESPONSIBILITIES
Sales Support & Pipeline Management - Support the sales team in managing the sales pipeline and achieving targets. - Track sales performance and KPIs, providing insights to improve outcomes. - Assist in identifying and following up on new business opportunities. - Support the full sales cycle, including upselling and cross-selling initiatives. Commercial Documentation & CRM - Assist in preparing quotations, tenders, and other commercial documentation. - Maintain accurate sales records, reports, and forecasts using CRM systems. - Handle CRM management and perform sales data analysis to support decision-making. Customer Engagement & Product Knowledge - Deliver professional product presentations and demonstrations to customers. - Provide direct customer contact, handling more complex requests or order issues. - Ensure excellent customer service, contributing to a positive client experience. - Maintain strong product knowledge to advise and guide customers effectively. Collaboration & Process Improvement - Collaborate with internal teams to improve sales processes and tools. - Make decisions within established guidelines, escalate issues when necessary, and suggest process improvements. Events & Promotions - Support attendance at exhibitions, promotional events, and marketing activities. - Willingness to travel occasionally if required. Follow Up actions - Take a responsibility for follow -up actions to ensure customer requests and issues are resolved efficiently Confidentiality Requirement - The employee in this role will have access to confidential information. Maintaining strict confidentiality regarding company operations, clients, and proprietary data is a core responsibility. Health & Safety: All employees have a responsibility for their own safety and that of others. Any health and safety queries should be raised with your supervisor or HR.

OVERALL KPS'S
Key Performance Indicators (KPI'S) - Acknowledge all customer emails within eight working hours of receipt – 100% - Issue any quotation requested by a member of the sales team on a “not later than next working day” basis – 90% - Where (2) is not possible, escalate any queries or requests for clarification on the same time basis. - All quotes and documents to be logged as required – 100% - Respond to external and internal emails within 1 hour of receipt.

• Clear written and spoken English	• Accuracy of data capture
• Planning & organising	• Thinking & Problem Solving
• Customer Focus	• Planning & organising
• Questioning, ensuring clarity	• Adaptability and Flexibility
• Understanding Self and Others	• Teamwork
• Empathy/understanding	• Communication
• Business awareness	• Customer care/customer focus

Signed..... Dated.....