

## JOB DESCRIPTION



<b>Job Title: Inbound Sales Controller</b>	<b>Location: Hunmanby, U.K.</b>
<b>Department: Commercial</b>	<b>Contract: Full time</b>
<b>Reports To: Sales Office Supervisor</b>	<b>Direct Reports: None</b>

### 1.0 Job Summary & Role

The Inbound Sales Controller will provide support for the Internal Sales team. As the first point of contact for sales enquiries they will be responsible for distributing and communicating all requests to the Sales Co-ordinators.

The internal sales team support customer enquiries and order processing stages on an end-to-end basis to meet the timely demands of customers on a global basis. It is a fast-paced environment that requires a level of company and systems/process knowledge and an ability to multitask.

**Hours: 0830-1700 Mon-Thur, Fri 0830-1500**

### 2.0 Key Responsibilities & Main Duties

- Act as gatekeeper for inbound emails and phone calls
- Manage and distribute inbound sales calls and emails
- Establish and maintain customer account details with all relevant and up to date information in the DSE operating system
- Updating customers on delivery issues and lead times
- Filing / Archiving
- Process credit card payments using online payment system
- Provide customer care where needed
- Provide assistance in other areas of the company as required
- Support and cover internal sales holidays as and when required

### 3.0 Internal & External Relationships

- The Inbound Sales Controller is required to interface with customers and prospects via phone, email, MS Teams and online portal channels
- Manage internal relationships with the sales and shipping functions and support management with requests for information/reports that may be required on a time-to-time basis

### 4.0 Key Performance Indicators

- Call responses VS missed / unanswered calls
- Email responses – Time VS Allocation



## 5.0 Essential/Desirable Factors

<b>Knowledge</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Customer demands</li> <li>• Customer facing job roles</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Call centre experience</li> <li>• Knowledge of the power generation manufacturing sector</li> </ul>
<b>Skills &amp; Attributes</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Excellent communication skills (listening the most important)</li> <li>• Good interpersonal skills</li> <li>• Team player</li> <li>• Attention to detail</li> <li>• Organised and methodical in approach</li> <li>• Culturally aware</li> <li>• Proficient MS office and ERP</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Change agile</li> <li>• Confident presentation skills over the phone</li> <li>• Resilient nature</li> <li>• Confident relationship builder</li> <li>• Phone based motivation/influencing/networking skills</li> </ul>
<b>Experience</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Customer services inbound</li> <li>• Telephone sales environment</li> <li>• Order processing via ERP systems</li> <li>• Export orientated inbound sales function</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Driving improved customer experience</li> <li>• Experience of working in an SME environment</li> <li>• Experience of working high performance culture</li> <li>• Experience of improving business process efficiencies</li> </ul>
<b>Qualifications</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• GCSE in Maths and English of C and above (or equivalent)</li> </ul>	<b>Desirable:</b>

This information has been discussed and agreed with the employee:



JOB DESCRIPTION



**Job Holder**

**Signature** \_\_\_\_\_ **Print Name** \_\_\_\_\_ **Date** \_\_\_\_\_

**Line Manager**

**Signature** \_\_\_\_\_ **Print Name** \_\_\_\_\_ **Date** \_\_\_\_\_

<b>Created by</b>	<b>Dated Created</b>
Natasha Graham	21/7/2022

