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| Job Title: Internal Sales Executive | Location: Hunmanby |
| Department: Commercial | Contract : Permanent |
| Reports To: Divisional Head of Sales | Direct Reports: None |

1.0 Job Summary & Role

The successful candidate will be a highly energetic self-starter with an insatiable drive for success and personal growth with excellent attention to detail. They'll relish joining a fast-growing SME where results matter. They'll love a challenge in a fast-paced performance-driven organisation that's determined to change as needed to grow.

Delivering results and being one step ahead is what they are all about. They are looking to be given ownership with full empowerment to act and works in an environment where their opinions count and people listen

The Internal Sales Executive is predominantly an outbound selling role that will filter the inbound sales inbox for enquiries for pre-order leads that can be worked on pro-actively by either themselves or other appropriate stakeholder. Developing Prospect/Customer relationships via the telephone will be a key element of the role.

Once the role has developed it is likely to own a group of low current value high potential customer/prospects where our relationship needs developing to a value point where ownership would transfer to a BDM/Hunter based around business rules.

The role will also support marketing output to qualify and prioritise/filter leads for BDM or Hunter follow up.

The role is not an extension of the inbound sales function who will continue to process and despatch customer orders.

The role will act as a 'buddy' for the BDM/Hunters, ensuring a timely effective follow up of leads/opportunities.

We guarantee you a stimulating, challenging and rewarding time.

2.0 Key Responsibilities & Main Duties

- Own the sales Inbox and filters out opportunities from orders, actions accordingly
- Responsible for identifying and progressing opportunities within customers and prospects.
- Nurture and grow these customers/prospects through outstanding account management.
- Deliver value to our customers, creating relationships that help drive mutual benefit.



JOB DESCRIPTION & PERSON SPECIFICATION



- Create quotations for smaller value customers.
- Following up on quotations to convert to orders.
- Update all customer/prospect interactions in CRM system
- Action any reasonable duties at the request of the Commercial management team.

3.0 Internal & External Relationships

Relationships will need to be forged with internal colleagues at all levels within the commercial function. External relationships will need to be forged with end customers and prospects on a global basis and potentially with DSE's appointed distributors from time to time.

4.0 Key Performance Indicators

- Number of outbound calls to prospects/customers
- Number of quotes created
- Quote conversion
- Increasing average order value
- Number of prospects converted to trading customers
- New contact creates in CRM for Prospects
- New contact creates in CRM for Customers
- Any additional KPI's considered critical by the Commercial management team



5.0 Essential/Desirable Factors

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| Knowledge | |
| Essential: <ul style="list-style-type: none"> Understanding of what B2B Telesales role is Mid-level business acumen | Desirable: <ul style="list-style-type: none"> Knowledge of the power generation manufacturing sector |
| Skills & Attributes | |
| Essential: <ul style="list-style-type: none"> Excellent interpersonal skills Excellent communication skills (listening the most important) Confident relationship builder Confident presentation skills over the phone Phone based motivation/influencing/networking skills Team player Track record of successful telephone selling Organised and methodical in approach Displays empathy not sympathy Resilient nature Culturally aware Proficient MS office working knowledge | Desirable: <ul style="list-style-type: none"> Good sense of humour Change agile Comfortable challenging the status quo Financially astute |
| Experience | |
| Essential: <ul style="list-style-type: none"> Evidence of a solid track record within telesales /customer service/relationship management within relevant (service) industry Evidenced experience of nurturing prospects, converting them to trading customers Evidenced experience of developing customer relationships over the phone | Desirable: <ul style="list-style-type: none"> Driving improved customer experience Experience of working in an SME environment Experience of working high performance culture Experience of improving business process efficiencies |
| Qualifications | |
| Essential: <ul style="list-style-type: none"> Minimum of 6 GCSE's including English and Maths (or equivalent) | Desirable: <ul style="list-style-type: none"> Degree level qualification |

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|-------------------------------------|----------------------|
| Created by | Dated Created |
| Simon Whitaker – H/O Sales Powergen | 22/12/20 |



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This information has been discussed and agreed with the new employee as part of the onboarding process:

Job Holder

Signature _____ Print Name _____ Date _____

Line Manager

Signature _____ Print Name _____ Date _____

