

Sales Support

Role Description:

In this role you will be responsible for providing administration support and services to the Sales Team to ensure that customer expectations are met through the provision of timely and efficient services.

You will be expected to produce high standard quotations, to meet customer, team and company expectations. You will need to work closely with the sales account managers to produce quotes which accurately reflect customer requirements and you will be required to maintain a high level of knowledge of Nu-Heat systems at all times.

You will need to be a team player, driven towards ensuring that both personal and team output and quality targets are met whilst delivering first class customer service to both internal and external customers.

Responsible to: Sales Support Supervisor

Key Results Areas:

Sales and marketing administration – quality and output within SLA
Quote production turnaround time and % completed right first time
Administration of Nu-Heat’s installer referral scheme

Key Responsibilities	Activities
<i>Sales and Marketing Administration</i>	<ul style="list-style-type: none"> Log and maintain accurate records with respect to new leads, prospects and customer projects to quote. Administering lead imports for the marketing team. Scanning of customer plans and other materials. Despatch all sales giveaway materials for customers. Provide support for installer referrals for the sales team, managing the successful interaction between the installer and the customer and ensuring relevant information is passed to the installer to quote for the work. Organisation of logistics for Nu-Heat’s trade shows including preparing stand and supporting materials prior to every show. Administering MCS requirements on behalf of the sales team required for planning, VAT confirmations etc. Administering payment of invoices for the marketing team.
<i>Customer Quotation production</i>	<ul style="list-style-type: none"> Manage a large workload as part of a team, ensuring quotations are produced within required timescales and to a high level of accuracy. Follow pre-quote information gathered by Sales to produce quotations and where ambiguous, liaise directly with the account manager to ensure quotations reflect customer requirements. Advise members of the sales team where necessary regarding quotation changes from what they had specified. Provide feedback with regards to opportunities to improve the quotation production process and output to the Sales Support Manager. Send quotations to customers on behalf of their Account Manager.

<p>Contribute to Company Development</p>	<ul style="list-style-type: none"> • Actively improve customer satisfaction by answering incoming calls within 3 rings • Actively participate in company meetings where required and strive to meet the deadlines on any actions set in them. • Feedback any ideas you have on how to improve systems and processes to improve the customer experience. • Record relevant information in Nu-Heat’s software platforms to enable clear visibility of work undertaken and reasoning behind decisions made.
<p>Our Values: Integrity – Doing the right thing to make a difference. Focus on honesty and quality. Diligence – Taking care of every details to do things the right way. Focus on detail, accuracy and consistent effort. Empowerment – The freedom to challenge, innovate and improve. Focus on continuous improvement with enthusiasm. Nurture – caring for our customers and colleagues. Focus on relationships with genuine care.</p>	
<p>Other Duties: <i>The list of job duties within this description is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post.</i></p>	<ul style="list-style-type: none"> • To participate in the company’s appraisal process. • To undertake relevant staff development/training. • To be responsible for the health and safety of self and others. <p><i>Job descriptions will be reviewed regularly to ensure they are an accurate representation of the post.</i></p>
<p>Key Skills & Knowledge:</p>	<ul style="list-style-type: none"> • Administration experience. • Able to manage and prioritise a large workload to ensure high levels of efficiency and productivity. • High levels of I.T literacy. • Able to work in a calm and methodical manner. • Excellent levels of customer service. • Excellent written & verbal communication skills. • Independent self-starter, able to work in a cross-functional team environment. • Estimating experience is desirable.