

JOB DESCRIPTION

Job Title: **Inside Sales Support - IT**
Reporting to: **Sales Operations Manager**

We are seeking a strong enthusiastic candidate to join our Inside Sales Support Team. This role is primarily to support the external Sales Account Managers by facilitating the engagement between vendors/distributors, Account Managers, Internal Resourcing Teams and the customer.

You will be part of a team where each of you are aligned to specific account managers for ease and continuity. However, all communications are via a shared inbox so another member of the team can take over if/when required.

Strong organisational and communication skills are required as expectations are often with short turnaround timescales. In addition, there will be a number of different IT technologies/terminologies along with multiple IT applications/systems/portals used for the role.

KEY RESPONSIBILITIES:

- Creation of quotations for distribution to customer/Account Manager.
 - Ensuring internal CRM system is kept up to date with quotes/contacts etc.
 - Processing customer orders, ensuring all elements are correct prior to processing.
 - Fielding external calls into the company and distributing as appropriate.
 - Managing delivery lead times expectations through to order completion.
 - Liaising with customers when required for initial requests or order management.
 - Registration of opportunities on the various vendor systems.
 - Multiple vendors configuration tool systems.
-

TRAINING:

Training will be provided by the existing team as you initially shadow the role and additional training required will be provided if required.

SKILLS, KNOWLEDGE & EXPERIENCE:

- Strong Interpersonal communication skills
- Works proactively
- Works well under pressure
- Fielding external calls into the company and distributing as appropriate
- Managing delivery lead times expectations through to order completion
- Liaising with customers when required for initial requests or order management
- Registration of opportunities on the various vendor systems
- Multiple vendors configuration tool systems
- Excellent written and verbal communication skills
- Ability to take initiative, work efficiently and effectively
- Excellent organisational skills
- Excellent attention to detail
- Works well as part of team

Ideally a candidate who has worked in a similar role, although not essential.

QUALIFICATIONS & CERTIFICATIONS:

Ideally educated to at least A-level standard but not essential.

Send your CV to work@qassociates.co.uk and tell us how you can make a difference to the team.

+44 (0)1635 248181 | www.qassociates.co.uk  /qassociates  @qassociates

Q Associates Ltd, Langley Business Court, Beedon, Newbury, Berkshire RG20 8RY