|  |  |
| --- | --- |
| **DIVISION:** | **Inside Sales Team** |
| **LOCATION:** | **Caerphilly or Tamworth** |
| **REPORTING TO:** | **Inside Sales Manager** |

|  |  |
| --- | --- |
| **JOB ROLE** | |
| **ROLE**  **OVERVIEW** | Working in a fast-paced environment dealing with inbound new business enquiries within B2B market sectors. Following the sales model to maximise opportunity you will be qualifying new customer sales enquiries, either converting these through to sale, or passing it to a more appropriate colleague / team based on the size of the business. The roll includes handling incoming and outgoing sales calls, live chats, digital leads, and Inbound emails whilst delivering against a set of agreed objectives in line with the Hygiene Sales strategy. |

|  |  |
| --- | --- |
| **ROLE AND RESPONSIBILITES** | |
| **AREA OF RESPONSIBILITY** | **KEY ACCOUNTABILITIES** |
| **Revenue Generation** | * Co-ordinate “New Business” enquires for PHS Hygiene which involves qualifying all prospect leads to ascertain the correct sales teams to be responsible for maximising the full opportunity. * Using Salesforce effectively to capture all key information captured by the customer to ensure a smooth transition for the customer. * To Identify customer's needs and up-sell opportunities to maximise sales for all new customers that fall into the Inside Sales Team responsibilities. * Effectively deal with new business enquiries and explore up-sell opportunities for ‘PHS House Accounts’. * Focus on the effectiveness, efficiency, and quality of leads & sales activity not just the quantity. * When relevant, ensure all quotations are followed through within an SLA of 72hours to close sales deals over the phone. * Pass sales leads to other relevant teams as and when required. * Accurately forecast and deliver against revenue targets. * Use the CRM system to effectively record, manage and develop opportunities. |
| **Continuous Improvement** | * Always looking to improve the Sales & lead qualification process. * Focus on the root cause of problems and help identify ways to solve them. |
| **Sales / Customer Culture** | * Champion the Sales strategy ensuring the customer is at the heart of what we do. * Help to promote a culture of excellence in respect of customer service, quality, and improvement. * Follow PHS’s SERVE approach, applying professional ‘language’ and ‘tone of voice’ in all forms of customer communication. * Proactively and successfully follow the onboarding process for new customers. |

|  |  |
| --- | --- |
| **PERSON SPECIFICATION** | |
|  | |
| **Summary** | The right person will be a confident communicator who thrives in a fast -paced commercial environment and has the tenacity to go after and win new business when relevant and knowing when to reassign larger opportunities to other sales teams. They will be outgoing and self-motivated with the ability to bring positive energy and focus to their team and colleagues across the business. Open to change they will bring their ideas and work with the Team & Manager to improve the way things are done. |
| **Skills** | * Excellent Communicator * Builds rapport with customers easily over the telephone. * A commercially savvy, analytical thinker. * Spots opportunities and capitalize on them. * Demonstrable understanding of sales methodologies * IT savvy |
| **Experience** | * Experience in delivering against new business growth targets is preferable. * Previous experience in a sales role with proven levels of success is preferable. * Experience in using a CRM system is a bonus. |
| **The right person** | * Has high energy and pace. * Takes pride in attention to detail. * Thrives in a demanding sales environment. * Is resilient and tenacious in their approach to winning new business. * Has high professional and personal standards. * Can be decisive and resilient. * Is someone who can challenge, respectfully, constructively, and effectively. * Must be able to undertake a 1-2 week induction in our Tamworth office. |

|  |  |
| --- | --- |
| **Benefits** | |
| **In return for your commitment and expertise, you will get:** | * A base salary of £24,166 * OTE £28,831 / Uncapped commission * 23 days holiday plus bank holidays * Well established company with great prospects for development and progression. * Excellent training on our products and a suite of online courses to expand your skills. * A 24-hour wellbeing helpline, company pension and more. |