

Sales Support Executive



Reports to: Customer Experience Manager

Working hours: Mon to Fri, 09:00am to 17:00pm

Role Description

As a Sales Support Executive, you will be proficient in all aspects of customer support and sales administration in order to deliver an excellent customer experience at all times. You are responsible for representing the brand both positively and commercially during every customer interaction. To operate with commercial awareness, delivering quality responses and ensuring follow ups occur when appropriate. Always 'Giving that little bit extra'.

Key Responsibilities

This role acts as an essential member of the Sales Support team, providing exceptional service to our customers through valuable product knowledge and administrative support. This role also acts as integral support for our external sales reps, helping build and maintain relationships with customers. Your daily duties will be to:

- Process Customer Orders via email using a shared inbox, ensuring these are completed in a professional and timely manner
- Answer incoming telephone calls in a professional manner, dealing with all customer queries
- Respond to all incoming requests and taking ownership of customer enquiries, ensuring these are escalated to the team seniors to reach a solution together
- Check Stock availability, delivery dates and advising customers of any back-order dates, to optimise customer experience and satisfaction
- Operate with a commercial awareness, actively promoting new products and promotions to customers both via phone and email, delivering quality responses to customers, always aiming to 'Go above and beyond'
- Assist with keeping the order book organised by liaising with customers and updating orders on the Company's ERP system (Epicor)
- Stay up to date on new products, services and policies, by attending regular technical training sessions
- Attend weekly customer support team catch up meetings, sharing experiences and participating in group work.
- Be able to multi-task & prioritise, self-serving workload from a shared inbox,
- To process Work Order, Acel re-label requirements and clear sales orders with queries on a rota basis.
- To release parts and orders into the warehouse for picking
- Update carrier performance statistics daily

Sales Support Executive

Skills & Qualifications

To meet the expectations set for this role, you will have:

- Strong and confident communication skills, both verbal and written
- A friendly, professional telephone manner and positive attitude
- A high focus and passion to provide the highest level of service to our customers
- Good IT skills with experience using Microsoft packages, including Excel
- Ability to quote pricing with knowledge of percentage or mark up from cost or discount percentage from price files
- The ability to work well both individually and as part of a team
- A 'can do' attitude with an interest to learn and develop
- The ability to work well both individually and as part of a team
- A working knowledge of HubSpot (desirable)

Benefits

- 25 days annual leave + bank holidays per year, with an additional day for each completed year of service, up to 28 days
- Free on-site gym
- Free weekly gym classes led by a Personal Trainer
- Annual flu vaccinations available
- Specsavers Eye Test vouchers
- Health Shield scheme after completion of probation
- Cycle to work scheme after completion of probation
- Annual events, such as Family Fun Day and Christmas Party
- Bi-annual team building events and allowance with your department
- Employee of the Month scheme
- Ongoing training opportunities with the Company
- Company pension
- Free fruit and milk
- On-site parking
- Sick pay

Contact hr@belllighting.co.uk with your CV to apply today!