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Job Description

Sales Executive

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Reports to: **Managing Director and Operations Director**

To plan and carry out all sales activities on assigned accounts or areas.

Responsible for ensuring customer satisfaction and managing quality of product and service delivery.

KEY RESPONSIBILITIES:

- Develop and maintain relationships with external clients.
- Negotiating with external clients, solving any problems and making sure deadlines are met.
- Provide sales/after sales support to external clients and monitor and resolve client specific concerns.
- Providing technical support to external clients.
- Maintain accurate contact information on external clients.
- Providing price quotes to external clients when needed.
- Assist external clients by suggesting products appropriate to their needs.
- Communicate special requests by external clients to Design, Production and Installation Departments and Management.
- Schedule sales activity.
- Develop and maintain a customer database.
- Make sales calls to new and existing clients.
- Develop sales proposals.
- Source and develop client referrals.
- Suggesting price reviews based on feedback from external clients.
- Attending team meeting and sharing best practice with colleagues.
- Checking and reporting on the external clients account's progress.
- Keeping in contact with the external client at all stages of the order.

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- Respond to sales inquiries and concerns by phone, electronically or in person.
- Monitor and report on sales activities and follow up for management.
- The ability to network professionally and obtain proactive leads and opportunities.
- Ensure customer service satisfaction and good client relationships.
- Follow up on sales activity.
- Liaising with suppliers to check the progress of existing orders.
- Reviewing your own sales performance, aiming to meet or exceed targets.

KEY SUCCESS CRITERIA:

Working within the Sales Department for the achievement of client satisfaction, revenue generation, and long-term account goals in line with company vision and values.

- Be able to communicate successfully in both written and verbal format.
- Be cordial and amenable.
- Be confident, be tactful and have a persuasive manner.
- Have complete understanding of company pricing and proposal models.
- Demonstrates the ability to carry on a business conversation with business representatives and decision makers.
- Ability to work under pressure.
- Good organisational and time management skills.
- Good 'people skills', for working with a range of colleagues and clients.
- A professional manner.
- Ability to work with little or no supervision whilst also being a team player.
- Ability to take initiative.
- Deliver personal and team sales targets.

QUALIFICATIONS & SKILLS:

- Excellent communication skills, both written and verbal.
- Flexible, enthusiastic and "Can Do" attitude.
- Computer literate.
- Multitasking ability.
- Negotiation skills.
- Objection handling.
- Listening skills.

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EXPERIENCE:

- Experience in sales.
- Ability to demonstrate business financial awareness.
- Knowledge of basic business and customer service principles.
- Proven ability to achieve sales targets.
- Knowledge of principles and practices of sales.
- Must be able to work independently and or part of a professional team.

PREFERABLE SKILLS:

- Have knowledge and experience of working within the sign industry.

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