

Job Description

Job Title	<i>Sales Office Coordinator - 12 months Maternity Cover</i>
Reports to	<i>Head of Sales</i>
Responsible for	<i>NA</i>

Job Purpose

To contribute to the growth of the organisation by efficiently leading and running a seamless sales support function through excellent management of the Salesforce system and development, implementation and monitoring of processes.

To ensure the sales team are fully supported and able to progress sales orders through close and collaborative teamwork and communication. To maintain a high performing department, driving targets, analysing customer data and supporting the identification of sales leads and department efficiencies.

Duties and responsibilities

Operational responsibilities

- To ensure that all company sales & administrative procedures are adhered to and that all tools, systems and reports are up to date and accurate at all times
- To deal with any general sales or customer enquiries and to screen all leads as appropriate
- To ensure information is accurately communicated and shared appropriately across the business, updating Salesforce as developments happen
- To ensure customers are dealt with in a manner that portrays a professional and appropriate image, inline with Bennamann values, communicating appropriately with farmers and site owners
- To manage initial enquires through effective screening, ensuring appropriate use of new enquiry documentation
- To manage the initial ROI and discussion prior to arranging Sales Lead visit
- To progress sales - completing or supporting completion of detailed ROI template for site visits and coordinating the development of proposals
- To support Sales Leads through to receipt of order

- To proactively look for improvements to help develop sales and efficiency
- To contribute to meeting and exceeding company targets as part of the team
- To support internal and external audit activities as required

Peer group / cross team liaison

- To ensure clear handover to Sales Leads at the appropriate stage of the business
- To liaise with other teams as appropriate and required with feedback from customers and clients
- Maintain a good working relationship with colleagues and peers, reflecting Bennamann values

Reporting and communication

- To prepare for and attend sales calls reporting on pipeline, leads, conversions, progress and update on salesforce

Team

- Proactive member of target driven, motivated and engaging team
- Participate actively in team meetings and proactive in own review and development
- Supportive member of sales team, role modelling Bennamann values in both internal and external relationships

H&S

- Responsible for own H&S and that of your direct reports, adhering to company guidelines be this in an office / workshop setting, on site, in a vehicle and / or any other reasonable context
- Highlight any H&S risks you identify to management
- Ensure you have any and all reasonable PPE and highlight any deficiencies to management who will address as required

Person Specification

ATTRIBUTES	ESSENTIAL (must have these skills or experience)	DESIRABLE (prepared to train or develop in these areas)
<p>Relevant Experience Work and non-related work experience relevant to the job and organisation</p>	<p>Technical/Operational</p> <p>Proven ability to communicate effectively with customers and to progress sales leads</p> <p>Proven experience in administrative/sales support team</p> <p>Business Acumen</p> <p>An organized and commercial approach to team communication and sales management</p>	<p>Full use of sales/CRM system; ideally understanding and use of Salesforce</p> <p>Experience of finding high quality leads for the team to follow up</p> <p>Knowledge of renewable energy</p> <p>Experience in a sales and target driven environment</p>
<p>Education/ Training Specific qualifications and or training</p>	<p>GCSE English/Maths grade C or above</p>	
<p>Qualities, knowledge & skills Personal skills, qualities, behaviour, most of these will be essential as many of these cannot be trained</p>	<p>An empathy and affinity with the Bennamann company values:</p> <ul style="list-style-type: none"> - Safe, reliable and dependable - Protecting the environment and with a zero-carbon footprint - Value our customers and our colleagues - Profit with integrity - Innovative, passionate with a can-do attitude <p>Excellent organisational skills Great communicator - at all levels of business internally and externally</p>	

	<p>Self motivated and autonomous when required, with the ability to motivate others and work as part of the team when needed Able to remain calm under pressure</p> <p>In addition:</p> <ul style="list-style-type: none"> - Adheres to process and policy, including PPE and uniform - Presentable, with the ability to be a positive representative for Bennamann in relationships with customers and suppliers, ranging from farmers to councillors and scientists 	
<p>Additional factors Working conditions/hours, ability to drive, any special working conditions (eg gas handling)</p>	<p>Ability to travel to customers and events as required, may involve evening and weekend work and travel</p>	