

Sales Assistant, Brain in Hand Ltd

Based at: The Innovation Centre, University of Exeter

Full time with salary range: £18k to £21k pa + bonus

Reporting to: Business Development Director

About us

We are a young, fast growing company who have developed innovative technology to support people to live more independent and fulfilling lives. Our main focus to date has been on people with Autism and Asperger's syndrome, but we are increasingly applying this to other areas such as acquired brain injury or broader mental health conditions.

We have clients all over the country and the list is growing quickly. We work with Local Authorities, the NHS, Universities, private and third sector providers as well as individuals who use Brain in Hand by themselves. Brain in Hand is helping them improve outcomes for users and of course, helping users be the best that they can be.

The role and person specification

We are looking for a sales support specialist to join our team. You will provide support to the Business Development Director.

Our ideal candidate is an experienced professional with knowledge of sales and customer service best practices. We are a small team and you will be involved in every aspect of the sales process, so this is an excellent opportunity to grow your skills and work with an experienced sales and business development team. You will have an excellent telephone manner that enables you to navigate prospective clients to get to the right person, generate leads and secure well qualified meetings, not simply appointments. You will also help manage all mailing and other pre-sales contact, follow up contacts from events, manage our CRM system and support the Business Development Director in managing the closure of sales through to contract. You should also be able to interpret sales metrics and prepare monthly sales reports.

Ultimately, you should be able to contribute to creating and maintaining good customer relationships and ensuring smooth operations within the business development team.

The role will be based at our head office based on the Exeter University Campus, reporting to the sales director and should suit a self-starting individual who wants to develop their sales career with a proactive and exciting technology based business that is expanding rapidly.

To apply please send a tailored CV and a short (one page) covering note explaining why you think you are a good fit for the role to annestenning@braininhand.co.uk

Closing date: 10am on Monday 27th November 2017

Specific tasks include but are not limited to:

- Processing new sales leads
- Managing pre-sales contact (mailings, promotions, general marketing)
- Proactive outbound sales calls creating new qualified opportunities
- Responding to inbound enquiries
- Scheduling meetings with prospective clients
- Tracking sales progress and monitoring customer accounts
- Managing the correspondence between the sales team and their clients to close sales
- Attending meetings with sales team as required
- Keeping track of sales targets and providing data and reports to help the sales team
- Manage CRM system
- Keep record of sales trends
- Liaise with account managers to develop specific sales strategies
- Stay up to date with new product and feature launches and ensure sales team is on board
- Ensure excellent customer service and customer experience

Experience and Skills

- Proven work experience as a sales support specialist or sales support associate
- Experience of marketing
- Excellent communication skills - written and verbal
- Good customer care skills
- In depth understanding of sales principles and customer service practices
- An ability to work both independently and as part of a team
- Analytical skills, accuracy and attention to detail
- Good organisational skills
- An ability to work under pressure and to deadlines
- Hands on experience with CRM systems
- Proficiency with MS Office Suite, particularly MS Excel