



Job Title	Internal Sales Executive
Department.	Sales
Location	Runcorn
Reports to (direct)	Insight Manager

MAIN PURPOSE OF JOB

The Internal Sales Executive will engage with existing and target customers and maintain and grow or maximise their spend with Restore Technology. Through targeted outbound campaigns using telephone, they will contact customers and sell the Restore Technology proposition and will where possible position other Restore divisions. This is a desk-based role where you will make outbound calls into a defined data set.

KEY ACCOUNTABILITIES (but not limited to):

- Researching and adding relevant accounts to the database and then gaining the initial point of contact.
- Call targeted customers in order to secure existing business and endeavour to increase prices wherever commercially viable to do so
- Quote and negotiate prices, prepare agreements, ensure customers accurately complete and return agreements and record orders
- Develop and maintain strong relationships with customers
- Develop and maintain strong relationships with key operational staff
- Achieve required daily and monthly KPI's as required by the business
- Maintain and keep up to date record of sales, retentions & quotes via CRM to ensure accurate reporting on weekly and monthly basis

For all accounts:

- Provide clear information to the rest of the departments of any relevant issues or requirements. Provide good quality proposals or quotes that include specific responsibilities and exclusions.
- Ensure that all opportunities and customer contact details are entered into Maximiser, enabling better planning of resources by Operations.
- Ensure that any contracts are approved by management and are renewed well before the expiry date.
- Collaborate with other departments to ensure quality of service and customer satisfaction.
- Escalate any issues that may impact the relationship.

SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED

Skills:

- Good communicator and listener
- Excellent negotiation skills
- Ability to multi-task
- Be able to build strong relationships internally as well as with the customer
- Sound use of Word, Excel and Power point

Knowledge:

- Quickly gain an understanding of the Customer's business and therefore their needs
- Demonstrable understanding of the use of CRM systems
- Understanding of core IT Life Cycle propositions
- Knowledge of the competitive landscape would be advantageous

Experience:

- Demonstrable ability to develop and grow strong customer relationships
- Experience of telesales in B2B environment with an ability to close sales over the phone
- Ability to collaborate with other departments to ensure best possible service delivery
- It is desirable but not a necessity that you have worked in the IT lifecycle business previously

BEHAVIOURAL EXPECTATIONS

- Proactive and willing to learn
- Reliable and accountable in completing tasks
- Clear communicator and team player
- Methodical and detail-oriented
- Positive and adaptable approach to work

The above is not an exhaustive list but an outline of your duties. All Restore employees need to be aware that they may be asked to perform other tasks and be given responsibilities as reasonably requested.

OTHER INFORMATION

This role may require you to travel and to stay away from home from time to time. In some circumstances it may also require you to work beyond the normal working hours, for instance when working on a bid where deadlines exist for submission.

COMPLIANCE RESPONSIBILITIES

- Adhere to all Company Policies and Procedures contained in the Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems

- Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/line manager
- Managers are responsible for training staff on Company Policies and Procedures contained in Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems.

Line Manager

Name:

Signature:.....

Date:.....

Post Holder

Name:

Signature:.....

Date:.....