

SALES SUPPORT EXECUTIVE

Location: Commotion Ltd, Commotion House, Morley Road, Tonbridge, Kent TN9 1RA
Department: Sales and Support Team
Report to: Sales Support Manager
Salary: dependent on experience
Hours: 08.30 – 17.00 Monday to Friday
Benefits: 20 days annual leave plus bank holidays; Workplace Pension Scheme; Group Life Assurance Scheme; Company Permanent Health Insurance Scheme

Main Objective:

- Assist with the roles of the Business Development Managers
- Coordinate and action all aspects of Sales Support
- To facilitate customer enquiries, product queries and marketing requirements
- Provide pro-active account management, responsibility for number of customer accounts.
- To nurture and develop sales with existing customers, to actively research market opportunities to identify and secure new customers, in partnership with BDM's
- To build awareness of Commotion's products and promote our tickit brand

Primary Duties & Responsibilities:

- Manage regular customer contact via email / phone / zoom.
- Maintain customer databases and mailing lists utilising CRM systems.
- Plan and attend customer meetings – in person and virtually.
- Manage customer sales analysis reports via internal software packages
- Create product presentations and customer turnover graphs.
- Manage all new product information and pricing for customers.
- Maintain product database, updating with new products specifications.
- Keep customers updated on any changes to products or discontinued lines.
- Action customer queries relating to products.
- Respond to all website queries, enquiry forms and catalogue requests.
- Complete Tender submissions. Monitor forums to check for any new relevant tenders that are published.
- Liaise with the Marketing team to keep the image bank and website images up to date.
- Liaise with the Marketing team in updating email customer databases, support and provide information for weekly product e-shots where required.
- Plan, prepare and attend UK & International Trade Fairs, (including annual Nuremberg Toy Fair) - booking accommodation, travel and restaurants, organising shipment of goods and catalogues.
- Assist with the proofing of Commotion catalogue and other marketing documentation.
- Research, identify and convert new business

Other Duties & Responsibilities:

- Provide cover and assistance for other colleagues in the Sales Support and Customer Service Teams
- Point of contact for incoming calls and dealing with customer enquiries
- Undertake any duties that are reasonable and within your ability as requested by the Management team.
- Carry out any further duties necessary to increase the efficiency and effectiveness of the Sales Support team.

Skills / Experience Required:

The successful candidate will be:

- Excellent communicator, outgoing personality, and lots of common sense
- Confident, diligent, able to retain information.
- Excellent administration and presentation skills.
- Highly motivated with superb attention to detail and exemplary accuracy.
- Highly organised and capable of managing a varied workload.
- Able to work within a team and to use own initiative.
- Conscientious with the ability to prioritise workload.
- Calm, level-headed and able to stay composed whilst faced with multiple tasks or complicated situations.
- Hardworking with at least two years' experience in a sales co-ordination role
- Experienced user of CRM system
- Confident and experienced user of all Microsoft Office applications, including Outlook, Excel to advanced level, Word, & PowerPoint and Adobe.

For enquiries or to apply please email anna@commotion.co.uk