



SALES SUPPORT EXECUTIVE

Location: Commotion Ltd, Commotion House, Morley Road, Tonbridge, Kent TN9 1RA
Department: Sales and Support
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
- Provide pro-active account management, having responsibility for some countries accounts

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 Sales Vision and Excel
- Create product presentations and customer turnover graphs
- Manage all new product information and pricing for European 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.

Other Duties & Responsibilities:

- Provide cover and assistance for other colleagues in the Sales Support Team
- 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 an office or sales coordination role
- Experienced user of CRM system
- Confident and experienced user of all Microsoft Office applications, including Outlook, Excel, Word, & PowerPoint

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