Internal Sales Support Executive

About ION Science Ltd:

ION Science has over 35 years of industry experience designing, manufacturing, and supplying PID gas sensors, gas detection instruments and leak detectors for a wide range of industries and applications. We pride ourselves on being a fun, friendly people-orientated organisation and a great place to work with core company values. Our modern, state of the art headquarters is based in Fowlmere, 10 miles south of Cambridge.

MAIN PURPOSE OF JOB:

Your primary role will be supporting our Global Sales Team and Commercial team with word class pre and post-sales support. To achieve this, you will be working with a cross-functional team of Scientists, Engineers, Sales Managers and Marketers, proactively learning and becoming an expert on our range of products and markets. You will use this expertise to advise and support our customers verbally, via email and through the creation of marketing content and sales tools. You'll also act as the bridge between our users and our product teams to ensure we're acting on their feedback and continually driving the development of the product.

Responsibilities include:

- Act as the first point of contact for sales enquiries, providing vital sales support during the sales and product development processes
- Manage and maintain Active Sales Leads with ION Science Distributors
- Be responsible for the administration of the CRM system (HubSpot), progressing and reporting on sales pipeline
- Support sales to ensure targets are met
- Provide post sales commercial and technical support for existing customers
- Contribute to our support documents to ensure they're clear and accurate, alongside researching and writing new content to fill any gaps
- Keep abreast of competitor offerings and market changes
- Be a product champion, internally and externally, ensuring these are represented within the company and promoted externally
- Providing product training and up to date advice to partners and distributors
- Attending trade exhibitions, conferences and meetings as required
- Support Product management with market research and technical comparison information
- Attend inhouse meetings to support with information or take notes to feedback into the wider sales team
- Support with Business Development projects and research
- Assist in booking travel and accommodation for ION Science Team Members and ION Science Visitors
- Support with hosting ION Science Visitors

Desirable Skills:

- Previous experience in sales support roles or problem solving in a technical environment would be highly beneficial, but not essential
- Have a technical predisposition, a good degree of commercial acumen and the desire to learn
- Understand the pressures of achieving sales target
- Be able to convey complex technical topics with simplicity, both verbally and in written form

Desirable Attitude:

- User empathy and an aptitude for using this to foster relationships that resonate
- The desire to learn new skills
- Be goal driven
- Be self-motivated and proactive in problem solving
- Be capable of working independently as well as in a team
- Be self-motivated and proactive in problem solving
- Have a methodical and systematic approach
- Be able to communicate effectively with technical and non-technical people
- Have pride in their work and a job well done
- Be reactive to customer needs

BENEFITS:

- 25 days annual leave + Bank Holidays (annual holiday increasing with service)
- Excellent Pension Contributions
- Life Assurance Scheme
- In-house training
- Discretionary Company Bonus
- Long term service awards
- Healthcare
- Monthly lunch & drinks laid on by the company
- Sick Pay
- Christmas getaways
- Parking on-site
- Private Medical Scheme
- Bike Purchase Scheme
- Early finish on Fridays

WORKING PATTERN:

- Monday to Thursday: 08:30 – 17:00
- Friday: 08:30 –15:45
- Immediate start available
- Full time – Permanent position

Our Core Values:

Fun Embrace change Respectful Responsive Challenge the status QUO Committed