

INTERNAL SALES SUPPORT LOCATION: WETHERBY, UK

BENEFITS

- Full-time position (Mon-Fri)
- 25 days' holiday excluding bank holidays
- Government pension
- Free parking and hot drinks

ROLE PROFILE

About Us:

Established in 2008, Innova Care Concepts provide the most innovative healthcare equipment and furniture to improve clinical outcomes and enhance wellbeing. With over 200 combined years of experience in this sector, the Innova team are passionate about ensuring caregivers and patients have the finest equipment available.

The role is a fantastic opportunity to support the Sales team, reporting into the Key Account Manager for the Healthcare Team. The role is responsible for the creation of leads, enquiries, and sales visits within the Healthcare Team through various channels, e.g. telesales, direct emails, direct mail, etc. You will need to be able to nurture incoming enquiries and outstanding quotations, to move them to the next stage in the sales process, with the ultimate goal of increasing sales. Ensuring you are staying in touch with key customers periodically, to ensure their spend with us is optimised. You will support your direct manager with administrative duties including: preparing quotations and sales orders, updating our CRM, preparing reports and following-up quotation opportunities to get orders. This role will also enable you to develop your own sales, and will be rewarded for the results.

Candidates must be prepared to work extra hours when workload and priorities dictate.

DUTIES

The role will include, but not be limited to, the following duties and responsibilities:

We are looking for a creative and motivated, confident self-starter who has experience of working across of different activities within a fast-paced healthcare equipment environment. This role is centrally to nurturing incoming enquiries and outstanding quotations, to move them to the next stage in the sales process, with the ultimate goal of increasing sales.



Contact

JOB SPECIFICATION

Part of this role is also to keep in touch with key customers periodically, offering excellent account management. You will also be expected to support your direct manager with administrative duties including: preparing quotations and sales orders, updating our CRM, preparing reports and following-up quotation opportunities in order to drive sales. You will also be able to drive your own sales and results to which you will be rewarded for.

- Self-motivated. Have a strong persistence in dealing with people and not giving up easily.
- Passionate and enthusiastic
- Possess self-confidence, positive mentality and can-do attitude.
- Disciplined and highly organised
- An open communicator
- Results-orientated and able to work both independently and within team environment.
- Excellent verbal and written communication skills
- Proficiency in using Word, Excel and other computer software
- Possess self-confidence and a positive attitude
- Reliable and hardworking
- Ability to adjust accordingly to suit the target market
- Highly organised with excellent and proven time management skills
- Work as a team - communicate with other sales team members informing them of successes, prospects and opportunities.
- Accountability – be accountable for any tasks you are given to undertake ensuring your job is completed to the best of your ability.
- Develop a sound knowledge of the product ranges supplied including a grasp of the market segments.
- Perseverance and adaptability
- Rigorousness and attention to detail
- Confidentiality & professional discretion
- Ability to multitask and prioritise tasks
- Ability to work under pressure and to deadlines
- Possess excellent time management skills
- Well-developed organisational skills
- Attention to detail
- Great verbal and written communication skills

Responsibilities

- Carry out proactive telesales phoning for specific products and services to NHS hospitals. Booking appointments for external sales representatives.
- Writing and sending individual emails and information to prospects.
- Preparing excel databases for phoning or marketing campaigns.



Contact

- Providing information to, logging, and following up incoming website and email enquiries by phone, email, and/or post.
- Proactively following up quotations as required.
- Planning the day and recording time spent on each task.
- Updating details and notes on opportunities and prospects on the CRM
- Attending our various meetings including the main weekly sales meeting. An update for the team should be prepared, covering key wins and key opportunities to follow up.
- Answering the phone and taking messages on the occasion all other staff are unable to take the call.
- Ensure your desk area, email inbox, and computer filing system is kept organised and tidy at all times
- Prepare reports as required by your direct manager
- Prepare quotations, update CRM and raise sales orders on our system and hand over to project delivery.

SKILLS AND EXPERIENCE

What you'll need:

- Ability to communicate with a range of people at all levels, both verbally and in writing
- Competent user of MS packages e.g. Outlook, Excel, Word (essential)
- Relevant educational qualifications
- Previous experience in a sales role is essential
- Demonstrate consistent drive and personal motivation

