

Internal Sales Support

Closing Date: 26th April 2024

Infinigate Group and are a leading specialised value-added distributor of enterprise cybersecurity solutions to small and medium sized enterprises across EMEA. We are looking for an Inside Sales Support to work in our Sales Team reporting to the Business Manager, based at our Woking Office on a hybrid working basis.

Summary/ Main purpose

- The role is to provide full sales administrative and support excellence to the Sales team, the vendor and our reseller partners.
- The role includes actioning administrative functions that are required to deliver excellent customer service working to the company SLA agreements and supporting in reporting activities and other customer facing activities.

Duties & Responsibilities

- Create a high volume of Quotations for both New Business and Renewal opportunities.
- Logging these into our CRM as defined in the vendor specific process.
- To manage the sales order process from receipt of PO from customer through to Supply Chain Team including quality checks and error resolution.
- Managing and chasing back-order report where required.
- Assist with managing the RMA process.
- Ensure the CRM system is used and updated as defined for your vendor.
- In-depth understanding of [Vendor] and Infinigate systems and processes.
- To have an excellent working relationship with [Vendor] product sales team, supply chain and renewals team.
- Maintain a peer-to-peer relationship with the Vendor.

General Skills

- Professional written and verbal communication skills.
- Ability to prioritise, manage concurrent activities and to multitask.
- Numerate with good attention to detail.
- Proficient in MS applications including Excel, Word and Outlook.
- Previous experience of IT systems for quotation, order entry, CRM.
- Calm under pressure.

Personal requirements

- 1+ years' experience in a similar role.
- Ability to work in a high-volume environment.
- Driven and self-motivated with the ability to work on own initiative.
- Commitment to the delivery of tasks, often under pressure and to deadlines.

- A team player & collaborative approach.
- Maintains a professional disposition at all times.

If you are interested in applying for this role or have any additional queries on the role, please submit your CV quoting 'Internal Sales Support' reference N480' to JobsUK@Infinigate.com.