

## Sales Support and Renewals Specialist

**Are you a confident and experienced Sales Support and Renewals Specialist used to dealing with clients or partners in a targeted environment, where attention to detail is essential?**

Nuvias UK&I are part of the 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 a Sales Support Executive to work in our Inside sales team reporting to our UK Sales Manager, based at our Woking Office on a hybrid working basis.

The role is to provide administrative and support excellence to the sales team, renewals team or product sales team, as required by the business. 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. Adhering to company policy and working to the company ISO Quality Management system (9001 certification) and company security management system (27001 certification) at all times.

To manage the sales order process from receipt of PO from customer through to Supply Chain Team including quality checks and error resolution. Daily customer back order and invoice reporting. Assist with managing the RMA process. Ensure the CRM system is used and updated. In-depth understanding of systems and processes. To assist with basic level quotations and queries. To have an excellent working relationship with WatchGuard product sales team, supply chain and renewals team.

This is a great opportunity to utilise your existing sales experience in a company with exciting growth plans and a option for a career path into IT security sales if this interests you or progression within the Inside sales team.

What we are looking for:

- Professional and effective communication skills
- High regard for customer service along with priority management and the ability to multitask.
- Numerate with good attention to detail.
- Proficient in MS applications including Excel, Word, and Outlook
- Good relationship building
- Previous experience of IT systems for quotation, order entry, CRM
- A knowledge of product set would be desirable but not essential.
- Calm under pressure

What we offer:

- OTE up to £25,000 depending on experience.
- 25 days annual leave plus bank holidays
- Day off on your birthday
- Life insurance of 4 x basic salary and group income protection from start date
- 5% employer matched pension contributions after 3 months service
- Individual cover for private medical insurance and healthcare cash plan following successful completion of probationary period.
- Hybrid working arrangements with 3 days per week in the office and standard office working hours are 9am – 5.30pm
- Employee assistance programme for practical and emotional support
- Free parking and complimentary refreshments onsite

Nuvias UK&I and Infinigate Group are committed to creating a diverse and inclusive workplace where differences are not only accepted but also valued and appreciated. If any reasonable adjustments would support you through the recruitment process, then please get in touch at HR-UK@Infinigate.com

For more information on Nuvias please visit [www.nuvias.com](http://www.nuvias.com).

For more information on Infinigate, please visit [www.infinigate.com](http://www.infinigate.com).