



Vacancy

JOB TITLE

Internal Accounts Desk Based Sales

DEPARTMENT

Sales

LOCATION

Office based, Camberley, Surrey. Hours 9am to 5.30pm, Monday to Friday.

MAIN PURPOSE OF JOB

The Internal Accounts role is a crucial part of the Sales team and requires candidates to have an excellent telephone manner, organised approach and can manage a diverse set of clients within our business sector.

MAIN RESPONSIBILITIES

- Account manage a portfolio of existing customers
- Answering incoming telephone calls by being proactive to customers queries and gather enough information to assist with their enquiry
- Improving and maintaining relationships with both new and existing customers
- Deal with existing customers request by handling orders that are requested through incoming phone calls and emails
- Working closely with our in-house Operations staff, Network Services and our Engineers to facilitate the smooth running of the Sales department
- Review or make changes to customer accounts
- Handle returns or complaints
- Record details of customer contacts and actions taken
- Research answers or solutions as needed
- Working with our in-house CRM system to organise/priorities your own daily tasks and projects
- Deal with customer enquiries in a professional manner with strong customer service skills.



KEY ATTRIBUTES OF THE ROLE

- An understanding of the dynamics of Sales
- An understanding of Salesforce
- Skilled at building rapport
- Proactive
- Outgoing and enjoys relating to others
- Personal confidence, professional and self-belief
- Comes up with ideas for improvement
- Takes ownership of actions
- Efficient
- Maintain a customer focused approach at all times
- Any other task deemed necessary by the Management team

CANDIDATES KEY ATTRIBUTES

To be successful you should have very strong customer service skills both via phone and email; as this is an internal accounts role we will be interested in a team fit, the ability to understand technical products and conduct relevant sales support, customer service and account management skills. In addition, have strong organisation skills and good time management.

Job Type: Full-time
Salary: £25,000/year

FURTHER INFO AND TO APPLY:

Sue Maguire
Sales Support Manager

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Closing date: 31st January 2018