

Sales Support Coordinator

Role Introduction

Responsible for providing administrative and organisational support to the Commercial team on a global scale to support targets set by the business. This role is pivotal to the co-ordination and management of the team's key processes, performance reporting, customer relationships and accuracy of customer data.

Critical to the success of this role is the management of Zafire's CRM system as this will be the central single source of data for all customers and sales activity. Performance reporting will also be conducted from the CRM system and so the maintenance and accuracy of data is essential.

As an international company, responsibilities may, from time to time be required outside of the UK which will involve travel and overnight stays.

This exciting role will get to work with all members of the commercial team and therefore provides an excellent grounding for individuals looking to further their career in any of the above areas.

Job Description

Job Title:	Sales Support Coordinator
Department	Commercial
Reports to:	Commercial Director
Staff Responsibilities: None	
Hours of work (Part time):	09:00 – 17:30 Monday to Friday
Place of Work:	Zafire Office Banbury
<p>Summary of Position: Administrative support to the Commercial Director and Sales Team, management /ownership of CRM system (data integrity and quality), departmental reporting, event support, management of tender bid process and central bank of company information. Customer relationships and contract management will also form a key part of this role.</p>	

Primary Responsibilities

➤ Identify and process opportunities within Zafire's Bronze customer accounts
➤ Manage maintenance renewals for existing customers e.g. pre-renewal communication, maintenance uplift process, purchase orders
➤ Ensure key sales documents are in place e.g. Customer contracts, creation of sales orders, logging notes and outcomes from customer and new business visits, Sales Order Processing etc.
➤ Support the Commercial Director on a daily basis in terms of travel arrangements, data gathering, diary management, meeting management, note taking etc.
➤ As the CRM owner this role will maintain and enhance the quality of data within Zafire's CRM system held against customers and sales leads.
➤ Assisting with global event organisation (pre/during/post) event
➤ Assistance in the delivery of marketing campaigns in terms of producing targeting contact lists from the CRM system to email

➤ Support the Zafire Bid Team and co-ordinate the tender process to support a quality and timely submission. Create, maintain and update a central bank of company information for the Bid team to use.
➤ Provide departmental performance data on request and regular weekly/monthly reports across all regions
➤ Document, develop update and improve processes e.g. sales lead process

Professional Specification

	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> ➤ Good level of education 	<ul style="list-style-type: none"> ➤ Sales & Marketing training at some level ➤ A level English and Maths ➤ Experience in working in a Software company
Experience	<ul style="list-style-type: none"> ➤ Experience of similar role ➤ Proven success of customer relationships ➤ Working with CRM system ➤ Preparation and maintenance of Commercial documentation ➤ Excellent ability with MS Office applications specifically Excel, Word and PowerPoint. 	<ul style="list-style-type: none"> ➤ Co-ordinating conferences, exhibitions and other marketing events ➤ Data management and analysis
Personal Skills	<ul style="list-style-type: none"> ➤ Ability to sell products & services. ➤ Customer service focus and skill. ➤ Ability to work to deadlines and priorities tasks. ➤ Works well under pressure and to targets. ➤ Self-motivated. ➤ Attention to detail and thorough. ➤ Excellent time management skills ➤ Excellent verbal and written communication skills ➤ Organised and process driven 	

Personal Competencies (Qualities and Attitude)

Customer Service Focus
Quality focus
Outgoing
Personal Motivation (self-starter)
Target Orientation
Personal Organisation & Self-Management
Attention to detail
Personal Learning Focus
Relationship building
Team worker



Name.....

Manager.....

Signature.....

Signature.....

Date.....

Date.....