

<b>Job Title:</b>	Inside Sales Specialist	<b>Position Type:</b>	Full Time
<b>Location:</b>	Laughton, UK	<b>Travel Required:</b>	50%
<b>HR Contact:</b>	personnel@quorumtech.com	<b>Date posted:</b>	June 15, 2021

## Job Description

### MAIN PURPOSE OF JOB

The Inside Sales Specialist is a new role and is responsible for the promotion and revenue growth of the full range of Quorum's products in distributor territories across the world. You will use your technical knowledge to interact with distributors and end-users to generate sales and offer technical support. Daily tasks will include tender submissions, lead generation and qualification, quotations, negotiation, answering technical queries and checking purchase orders for correctness.

### RELATIONSHIPS

**REPORTS TO:** Commercial Director

**RESPONSIBLE FOR:** Assigned Territory (Global Distributor Network)

**INTERACTS WITH:** Sales Admin, Marketing, Customer Service, Applications

### ROLE AND RESPONSIBILITIES

The Inside Sales Specialist will be responsible for sales revenue from global distributors. Key tasks include:

- Develop and maintain effective customer relations with distributors and end-users within assigned territory to promote new products, close deals, and grow sales, as well as develop new prospects; maintain a pipeline of opportunities to meet or exceed sales objectives;
- Develop and execute sales strategies and plans to expand business within assigned territory;
- Perform sales calls and vendor relations with all distributors and potential distributors in the assigned territory primarily by phone, but face-to-face meetings may be required;
- Research competitor and industry activity and keep informed of new products/services and other general information of interest to customers incorporating this data in the business plan;
- Manage pricing within assigned territory to control profitability; prepare and submit price lists and quotations to distributors; support distributors in the preparation of tender documents;
- Inform distributors of supply and price trends and assist in inventory control;
- Maintain end-user database and reference lists for the assigned territory;
- Monthly reporting of sales performance against targets;
- Monthly submission of expense claims;
- Attend all required sales meetings and training sessions, consequently implementing new skills gained;

The Inside Sales Specialist will be responsible for supporting promotional activities in the assigned territory, primarily by telephone and email. Key tasks include:

- Organise and conduct product demonstrations, technical seminars, and workshops, either in person at the factory or scheduling visits by the applications specialist;
- In-house sample testing for prospective customers, utilising Quorum's microscopy suite;
- Develop a strong working knowledge of assigned products and services as well as applications utilized by our customer base, as well as strong working knowledge of the features and benefits of competitive products;
- Participate in regional and national exhibitions and conferences as required;

The Inside Sales Specialist will support the rest of the organisation in delivering customer satisfaction. Key tasks include:

- Develop a strong working relationship with Sales Admin, Customer Service, Marketing and Production;
- Track the Sales order process for the assigned territory from initial query through to delivery and installation;
- Check customer orders for consistency and correctness before passing to Sales Admin for processing in SAP;

- Oversee communication with customers around stock availability, lead times, product updates, etc.;
- Ensure customer requirements, deadlines and goals are communicated to team members;
- Represent the voice of the distributor in marketing discussions;
- Ensure that quality issues raised by distributors are entered in the NCP process and act as the owner of that issue until it is fixed or flagged for new product development;
- Ensure that data entry in SAP B1 is carried out correctly, consistent with the requirements for reporting;
- Review documentation such as End User Statements, Sales Order/Contracts, etc., to ensure compliance with customer requirements and legislation in UK;
- Possible coverage of key functions of the sales office, particularly during holiday periods.

**The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.**

### **PERFORMANCE MEASUREMENT**

- Revenues and Margins from sales and service in the assigned territory;
- Promotion of the Quorum brand within the assigned territory;
- Concise, detailed and accurate reporting of past results, future forecasts and KPIs as required by senior management;
- Timely submission of reports, itineraries and expense claims;
- Ability to meet customer expectations and to maintain Quorum's established reputation for excellence;
- Ability to ensure that all established administrative routines and records are kept accurately and up to date.

### **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

Degree in a scientific field or equivalent practical experience.

### **REQUIRED EXPERIENCE AND SKILLS**

#### **The successful candidate must have:**

Experience selling scientific or similar capital equipment;

Ability to understand, use and demonstrate EM sample preparation equipment to a professional level;

An understanding of electron microscopy and related analytical techniques;

Ability to cope with rapidly changing demands on time and prioritise jobs according to urgency;

Excellent communication skills, the ability to challenge and question while maintaining positive relationships;

Computer literacy and familiarity with Microsoft Office 365;

Strong self-motivation and the ability to work as part of a small team.

### **PREFERRED EXPERIENCE AND SKILLS**

Experience in using SAP B1 and generating reports from it;

Experience in a B2B customer-facing position;

An understanding of vacuum technology;

Familiarity with the UK scientific community;

Interest and ability to understand the science and interface with key opinion leaders.

### **ADDITIONAL NOTES:**

This role may require occasional travel overseas. Passport required;

Attendance at trade shows means that ability to sit/stand for long periods is required;

Assisting with packing/unpacking products will require bending, lifting and carrying heavy equipment.

Key Words: inside sales | electron microscopy | sample preparation | scientific instrumentation | SAP