

<b>Job Title:</b>	Technical 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>	May 17, 2021

### Job Description

#### MAIN PURPOSE OF JOB

The Technical Sales Specialist will join a small sales team, taking over responsibility for the promotion and revenue growth of the full range of Quorum's products in the UK and Ireland, as well as providing applications support to the global distributor network.

#### RELATIONSHIPS

**REPORTS TO:** Business Development Manager

**RESPONSIBLE FOR:** Assigned Territory UK & Ireland

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

#### ROLE AND RESPONSIBILITIES

The Technical Sales Specialist will be responsible for applications support within the assigned territory. Key tasks include:

- Organise and conduct product demonstrations, technical seminars and workshops, both off-site and at the factory;
- 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;
- Provide quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints.

The Technical Sales Specialist will be responsible for sales revenue within the assigned territory. Key tasks include:

- Achieve or exceed sales quota and objectives, while maintaining profitability and ensuring 100% customer satisfaction;
- Promote Quorum's full portfolio of products and service within the assigned territory;
- Sell directly in assigned territories at selected accounts under supervision of the Business Development Manager;
- Prepare and submit tender documents and quotations;
- Maintain contact with existing customers to promote new products, close deals, and grow sales, as well as develop new prospects;
- Identify new prospects for Quorum products and make exploratory visits to potential new customers;
- Develop strong working relationships with purchasing staff at key accounts;
- Maintain customer database and reference lists for the assigned territory;
- Monthly reporting of sales performance against targets;
- Weekly submission of itineraries with details of anticipated visits and activities;
- Monthly submission of expense claims;
- Attend all required sales meetings and training sessions, consequently implementing new skills gained;

The Technical 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;
- 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 customer in marketing discussions;

- Ensure that quality issues raised by customers 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 is **essential**;

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 includes extensive travel, including overseas. Full valid driving licence and 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: sales manager | electron microscopy | sample preparation | scientific instrumentation | SAP