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| Job Title: | Internal Sales Support |
| Reporting to: | Internal Sales Manager |
| Location: | Jigsaw Systems Ltd, Nottingham |
| Hours: | 09:00 – 17:30 Permanent Position: 37.5 hours per week |

KEY PURPOSE OF ROLE:

- Jigsaw Systems are the UK's premier Apple reseller. In addition to this we are also growing to become one of the leading providers of core and specialist IT hardware, software, installation and support services to the broadcast media and entertainment industry.
- Ensuring that our customers receive an insanely great customer experience is incredibly important, therefore our internal sales administration is key to this.
- We are looking for a friendly, outgoing and organised person with great communication skills.

KEY DUTIES AND RESPONSIBILITIES:

- Answering and responding to incoming sales calls, qualifying the leads and closing on the sale where possible.
- Raising customer quotes and processing orders.
- Processing leads and submitting deal registrations.
- Doing daily CRT claims for the sales team.
- Provide customers with ETAs on their orders.
- Processing renewals and managing opportunities.
- Offering excellent customer service to Business, Education and consumer customer either on the phone, email or live chat.
- Account Management – effectively managing client portfolios in the absence of an account manager by engaging with customers via the telephone and email in order to increase product uptake.
- Post Sales – Assisting customers with replacement orders, exchanges, and other customer or Jigsaw24 (miss sold/internal) related errors.
- Keeping up-to-date and building a sound understanding of all products/services the company has to offer.

Interacting with other areas:

- Customers – Directly dealing with customers over email and over the telephone.
- Finance – Liaise with the accounts team on account customers.
- Sales – To keep the sales team up to date on projects and general day to day cover.
- Purchasing – Providing information on customer orders.

- Dispatch team – Declined payments in the warehouse.

SKILLS AND QUALITIES:

Experience

- Two years' experience in administration or customer service role in a business to business environment.
- Experience in using CRM systems and an ability to learn new systems.
- Solid knowledge and understanding of customer services.

Skills

- Excellent interpersonal skills with the ability to keep calm in a pressurised environment.
- Strong written and oral communication skills at all levels.
- Keen eye for detail.
- Proficient IT skills with the ability to learn new systems quickly. MS Office (Outlook, SharePoint)
- Ability to quickly learn and retain knowledge with regards to processes.
- The ability to work in a busy and pressurised environment.

Approach to work

- Professional, friendly and enthusiastic attitude with a desire to provide great customer service.
- Strong work ethic, hard working, structured and organized with and a keen eye for detail.
- Ability to learn new skills and 'think outside the box' to offer achievable solutions under pressure.
- Always demonstrate a professional manner when dealing with customers and internal staff.
- Must be a team player with a willingness to help others and fit in to the Jigsaw24 culture.