

Job title	Sales Operations Coordinator
Reports to (title)	Head of Sales Operations
Location	Windsor, United Kingdom
Department	Sales Operations
Key interface	UK&I Sales Team
Hours / days	37.5 Salary TBC

Job Purpose - General Summary and Scope

The role of the Sales Operations Coordinator will be to support sales as a key member of the sales operations team. The position will be essential to the sales activities including CRM maintenance and data stewardship, reporting, sales process optimisation, RFQ and RFI completion, and other sales support for the UK&IE Sales team and opportunity holders.

The role will collaborate with the UK&IE Sales teams, Directors, and the Marketing team

The role will report to the Head of Sales Operations.

Key Duties and Responsibilities

- Work closely with Head of Sales Operations to implement appropriate measures and to ensure objectives are being achieved
- Follow and suggest key processes and business initiatives order to assist the sales team in accomplishing departmental and organisational goals
- Salesforce data maintenance
- Support with the analysis of performance metrics data
- Assist with Salesforce reporting/dashboard management
- Support the onboarding of new sales personnel
- Support enabling technologies such as Salesforce/Loopio/Monday.com to ensure they are being optimised
- Continuously research and remain knowledgeable of industry trends and competition
- Work closely with Sales owners to assess pricing and service competitiveness
- Support the sales team with the creation of RFQ and RFI collateral
- Proactively monitor and strive to maintain high levels of quality, accuracy, and process consistency with RFQ completion
- Overseas/product and operational liaison to complete RFQ's
- Support in compiling RFP documentation
- Provide Sales support in ad hoc requests such as bid response, creation of presentations, etc

Qualifications and Key Skills Required

Core Competencies/Skills

- Demonstrated ability to follow instructions
- Communication: Excellent written and verbal communication skills
- Self-Starter: Takes initiative and can resolve questions/issues when support is not available
- Highly organised and detail oriented
- Strong problem solving, analytical and collaborative skills
- Results oriented; must be able to meet deadlines
- Ability to balance simultaneous projects, evaluate workload and prioritise tasks based on criticality
- Operates in a cooperative and collaborative spirit to achieve shared goals across multiple functions

Experience/Education

- Pricing/Operations logistics experience
- Prior experience in tender responses preferred
- Experience with a CRM system, Salesforce ideally
- MS Office Applications (PowerPoint, Word, Excel) intermediate level minimum

Other Duties

- To apply and practice unit rules and regulations and comply with contractual requirements and handbook policies
- To apply and practice Health and Safety instructions and regulations
- To apply all Statutory requirements as instructed
- Embrace, always demonstrate and promote good customer service
- Undertake a programme of personal development in line with the company process
- To protect and ensure the security of the building and the goods and items within it
- Undertake any other duty deemed reasonable by your manager

Working conditions

Working conditions may include occasional evening and weekend work, attending events and client meetings.

Working conditions may include working with challenging clients, occasional out of hours work and in a highly targeted fast paced environment. The job holder is required to adequately manage themselves in an environment with the pressure of a fast paced and highly targeted work environment and to communicate any excessive pressure or other types of demands.

Physical requirements

This role requires physical attributes due to its nature and tasks. A standard of physical health and fitness is required i.e.:

- good vision, good hearing
- ability to get to the office location for specified working hours without company assistance
- Strong command of the English Language

Additional Information

This job description sets out the current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed. Agreement to this job description does not confirm employment status. Employment or worker status will be confirmed alongside all notable terms, within the offer letter and contract of engagement or worker agreement.