

Clearly Drinks	Position Description	Nº ISO	
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	Sales Support Executive	Date	Nov 2024
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Overview

Position title: Sales Support Executive
 Department: Commercial
 Position title Manager: Senior National Account Manager (Contract Pack)
 Position title direct reports: Zero
 Location: Sunderland

Description Summary

The Sales Support Executive will play a critical role in assisting the sales team by providing administrative and operational support in the specific area of Contract Pack. This role is ideal for a recent graduate who is highly organized, detail-oriented, and eager to learn and grow in a dynamic sales environment. The role holder will work closely with the sales team to help achieve business goals, introduce new products to the portfolio through NPD, and ensure smooth sales operations.

Responsibilities:

Sales Support and Coordination

- Assist in preparing presentations, proposals, and sales documentation
- Manage the documentation and tracking of customer contracts, orders, and invoices etc
- Coordinate and follow up on client communication to ensure seamless service and satisfaction

Customer Relationship Management

- Maintain and update systems with accurate and current data, including customer information, sales activities, NPD status and lead times
- Generate reports to provide insights on NPD progress and customer interactions

Data Analysis and Reporting

- Collect and analyse data to support internal reporting, forecasts, and performance metrics
- Identify trends and provide insights that help in developing sales strategies and improving client engagement or NPD processes

Administrative Support

- Handle general administrative duties, including scheduling meetings, coordinating sales events, and managing correspondence
- Assist in organizing and maintaining sales documentation and databases to support efficient sales processes

Customer Service

- Act as a point of contact for customer inquiries and provide information or escalate issues to relevant team members
- Ensure timely follow-up and resolution of customer requests to maintain high levels of customer satisfaction

Sales Operations

- Coordinate with internal departments such as finance, marketing, and NPD to ensure smooth execution of sales orders
- Support the implementation of NPD and sales processes and help improve operational efficiency within the team

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Knowledge, Skills & Experience

- A degree in Business, Marketing, Communications, Technical or a related field is preferred
- Internship experience or exposure to a sales or customer service environment is beneficial
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and familiarity with CRM software (e.g., Salesforce, HubSpot) is a plus but not essential
- Strong written and verbal communication skills with the ability to interact effectively with customers and team members
- Excellent time management, attention to detail, and ability to handle multiple tasks simultaneously
- Ability to analyse data and provide insights to support sales strategies
- The ability to think laterally and offer creative solutions
- Commercial awareness and numeracy skills
- Project management skills
- Negotiation and analytical skills
- A positive attitude to continued learning
- Understanding of manufacturing process
- Previous experience in a similar environment
- Willingness to collaborate with colleagues and learn from senior staff

Values

- Seek to achieve and maintain the highest level of excellence in the products we provide for our customers – Customer First
- Embraces fresh ideas to drive improvements – Be the Best
- Builds and maintains strong networks across the business – Stronger Together
- Capitalises on their knowledge of suppliers and the marketplace, acting in the best interests of the business – Make It Happen
- Is keen to make a difference through increasing awareness of environmental impacts and performance both locally and the environment as a whole – Socially Responsible

General

- To take responsibility for the health, safety, and welfare of yourself. Actively follow the Company's Health and Safety Policy, procedures, and safe systems of work.
- Actively follow the Company's Environmental Policy and procedures and play your part in the achievement of environmental initiatives.
- Be responsible for your quality of work and ensure that any quality checks required are carried out. Seek support as necessary.
- To observe and continually promote equal opportunities and diversity.
- To undertake all reasonable training activities designed to support you in your role.
- To gain an understanding of the company's products
- To note, understand and comply with the Company policies and procedures. These documents will be available on People HR and available to sign independently.

- To undertake any such other reasonable duties within your skillset as may from time to time be required by your manager.

Personal Attributes:

- Proactive and motivated to learn about sales processes and customer relations.
- Strong interpersonal skills and the ability to work well within a team.
- Adaptable and able to thrive in a fast-paced, target-driven environment.

Benefits:

- Competitive salary and performance-based incentives.
- Comprehensive training and career development opportunities.
- Exposure to various aspects of the sales process with the opportunity for career growth.
- Supportive and collaborative work culture.