

# Sales Operations Manager

Location: Head Office, Chelmsford.

## Package

- Salary - £ Competitive
- Commission Scheme
- Employee Benefits Platform
- Employee Assistance Programme
- 25 days holiday + Bank Holidays
- Holiday Exchange (Buying and selling holiday)
- Company Pension.

## The Company

Clearview communications is an established Fire and Security Company that was formed in 1996 and is based in Chelmsford, Essex. We provide Fire and Security products and services across a wide range of markets. We are proud to have been awarded various industry and people related accreditations, which enables credibility and trust amongst our people and customers.

Clearview Communications ensures the best service to our customers, which is encompassed within our aims, missions and values. We believe that in our industry, it is ultimately people who make the difference, it is our people that create ideas and we encourage a culture that inspires our people to be professional, honest and imaginative. We want people who are great to work with, target driven and are totally committed. As a result, we invest in the development and recognition of our people, also offering an Employee Benefits Platform. We continue to ensure our culture reflects our Investors in People award.

## The role

This is a multi-skilled role working within a central function of Sales and Marketing. The role will report to the Sales and Marketing Director and is expected to work to the highest levels of customer service to both internal and external stakeholders, whilst ensuring maximum efficiency.

The primary function of the role is to drive incoming enquiries through the sales process to shorten the sales cycle, ensuring maximum top line sales growth and optimum customer experience. The successful candidate will need to have managed, delegated and communicated to a team effectively and possess strong organisational, planning and IT skills.

## Main Duties & Key Responsibilities

- Responsible for proactively driving growth in the sales (multi-channel) enquiries pipeline.
- Ensure that all incoming enquiries are either;
  - allocated to a seller if appropriate and followed up in a timely fashion, or
  - allocated to the design team and followed up on a timely fashion
- Generate internal sales quotations to clients and manage this pipeline in accordance with the sales process
- By helping to manage the day to day sales process at tactical level, you will contribute to the achievement of sales quotas
- Support with the tactical running of the field sales team with emphasis on achieving 45 meetings per month.
- Answer the sales line and direct enquiries accordingly and Support sales related customer problem solving
- Support with the organisation of sales meetings and monitor actions and timescales
- Manage the order input process to ensure that all revenue is realised in the month
- On a regular schedule, manage CRM adoption and data integrity with the field Sales Team to ensure forecasting accuracy

- The above list of activities are not exhaustive.

#### **Attributes:**

- You will be confident, a strong communicator and able to assist in increasing efficiency and productivity to achieve targets
- You will play a key role in the delivery of our sales strategy at tactical level to help deliver pipeline growth and achievement of targets
- This role is responsible for contributing to sales and marketing alignment, and as messaging or methodologies change, you will display agility and flexibility
- This role requires resilience and steadiness under pressure
- This role requires assertiveness and strong organisation and planning skills
- You will be a systematic problem solver, with clear understanding of company procedures.

#### **Skills, Knowledge and Experience**

- IT Literate, good working knowledge of Microsoft Office
- Strong administration and general office skills
- Management of a team
- Excellent customer care and communication skills.