

Job Description – Internal Sales Executive

Reports To: Senior Sales Executive

Remuneration: £27,000

Main Purpose of the Job:

YorPower have an exciting opportunity for an ambitious individual to join a dynamic and hardworking sales team. Reporting to the Sales Supervisor you will be the first point of contact on internal sales enquiries coming from our engineers' recommendations or inbound calls. There will also be a requirement to make outbound calls to prospective customers and administer the sales process. However, this is not a call centre or a traditional sales role.

You will be expected to identify and capitalise on commercial opportunities through strong relationships and negotiation. You will be part of the overall sales team both internal and external and work together to achieve the targets set from the board and the management team.

Main Duties:

- Support the commercial team and develop new sales.
- Support the business with all service offerings.
- Apply various sales skills to capitalise on commercial opportunities through negotiation of prices/up selling.
- Maintain a high level of pro-active telephone contact with both existing and prospective customers.
- Pro-actively seek new business by targeting a combination of lapsed customers, existing customers, and prospective customers.
- Effectively deal with telephone enquiries requesting quotations, compiling information on the desired requirements.
- Create quotations from enquiries received in a timely manner.
- Proactively chase quotations with a strong desire and tenacity, maintaining strong relationships and remaining in control of the sales cycle.
- Liaise between service operations and customers to efficiently answer general enquiries.
- Meet and exceed the agreed specific performance objectives.
- Achieve team sales targets as set by the Management Team within the agreed time scale.
- Maximise sales by continually expanding orders and up selling (when appropriate) on all incoming and outgoing calls.
- Ensure all prospects and orders received are entered into the simPRO system accurately.
- Liaise daily with your colleagues and update them on any developments in your work, ensuring a high level of team relationships exist.
- Set appointments for sales calls/visits where appropriate.
- You should have excellent attention to detail when entering information into our internal systems.

Desirable Skills/Attributes:

Education & Experience:

- Maths & English - GCSE (or equivalent) grades A-C
- Strong customer service background or aptitude
- Sound relationship building skills with customers.
- Cross-discipline team working.
- Can demonstrate the ability to go the extra mile, to exceed expectations.

Personal Qualities:

- Well presented.
- Professional.
- Enthusiastic.
- Flexible.
- Proactive.
- Punctual.

Skills/Abilities:

- Previous experience working within customer service, administration and a finance environment would be an advantage but is not essential.
- Able to maintain a high attention to detail in all tasks undertaken.
- Cross-discipline team working.
- Can demonstrate the ability to go the extra mile, to exceed expectations.
- An understanding of how to deal with difficult and/or upset customers.
- Excellent telephone manner.
- Excellent time management and personal organisational skills.
- Ability to work to deadlines.
- Ability to work without close supervision.
- Ability to work closely to instructions.
- Excellent numeracy skills.
- Excellent communication skills.
- Proficient at Microsoft Office.
- Ability to demonstrate effective interpersonal skills.

The Culture:

YorPower proud themselves on a supportive and fun culture. All employees have regular health checks, access to an Employee Assistance Program (EAP) and our Managing Director has trained himself as a Mental Health First Aider.

YorPower is an Employee-Owned Trust (EOT). This means that all employees benefit from the success of the business in the same way traditional shareholders have.

Employee retention is strong. Promotions are always sought internally before we recruit.

Our customer service is consistently high, the management understand that if our employees are happy our customers are happy.

Along with the traditional Christmas party we have a Summer Awards Party, and several get together over the year. Oh, and you should be prepared for the odd fancy dress day in aid of a worthy charity now and again. The Christmas sing-along video is always great fun as well.

Company Values:

Respect and Integrity



Constant Improvements



Profit & Prosperity

