

## **Sales Support Executive Job Description**

### **We are iHasco.**

We are a leading Health and Safety and HR Compliance eLearning provider. We focus on creativity, quality, and most of all simplicity. Having delivered over 15 million training sessions across the last 15 years, our company continues to grow at an unprecedented pace creating an exciting opportunity to join our Sales team.

### **Our Core Values**

Our values are what we stand for and what matters is how we treat each other and our clients. We make it happen, we never settle, we choose right, and we are always smart with heart. We are ready for anything.

### **The Role**

To provide administrative support to the existing business sales team by processing, validating and managing orders, auditing orders in order to provide sales managers with regular insight into common issues and taking calls from clients when account managers are not available. We are looking for someone who will challenge the ways things are done and provide insight and apply problem solving to improve current processes. Reporting into the Sales Manager, you will also work alongside our Support team and key individuals within the business.

### **Duties:**

This includes, but is not limited to:

- Handling Account Manager queries via Teams/Slack, email and telephone.
- Processing and checking all new sales submitted by the Account Management team, to confirm that all relevant fields have been completed accurately and that Salesforce CRM records are correct.
- Confirm data accuracy by cross checking order values and relevant discounting with current Price Books.
- Work with the Finance team and Sales Managers to resolve any queries associated with orders and liaise with Account Managers to resolve these.
- Work with stakeholders to identify quick wins and improvements in processes and systems.
- Problem solving, identifying order and account issues and providing solutions within contract terms.
- Identifying opportunities to simplify how accounts are being managed, i.e., by recommending opportunities to migrate clients to alternative account types or account management methods.
- Highlighting inefficient working practices with managers and work with them to improve processes and practices.
- Maintain a high level of internal customer service and data accuracy.

- Stay up to date with new Salesforce features.
- Be available and willing to liaise with the internal Citation Group Salesforce team to resolve any bugs/issues identified as part of your work.
- Timely follow up of any outstanding queries.

**Skills/Requirement:**

- Salesforce or similar CRM experience is a must
- Excellent verbal and written communication skills
- Attention to detail
- Prepared to challenge, willingness to learn, using initiative
- Previous experience of process development, logical thinker
- Ability to work autonomously
- Meeting deadlines
- A team player with high level of dedication
- Computer literate
- Reporting skills; excel knowledge is essential

Most importantly you are looking to join a growing, highly successful company where you can continue to grow, develop and thrive with us. Somewhere fun, professional and supportive where you get to chance to shine every day.

**What you get from us**

A generous salary package along with your birthday off (in addition to a generous annual leave and bank holiday entitlement), a pensions scheme to wellbeing support and a health cash plan, to recognition and incentives, to continuous learning and development, we invest in you holistically.

Coming to work should never be a chore so we, and you, create an environment where you can be at your best. You will be surrounded by great people who care about what we do and have a true sense of purpose. We will continually stretch and grow you - you will never clock watch with us. We will trust you and care about you. We will share our business strategy and there will be opportunities for you to grow your career with us. If you are still reading this, it says our culture is for you. Apply now. Come join us.

For more information send your CV to [careers@ihasco.co.uk](mailto:careers@ihasco.co.uk)