

# SALES COORDINATOR

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## ROLE PURPOSE

This role reports to the US Sales Manager and is responsible for assisting sales team in setting and hitting their monthly goals. This role will act as a liaison between various departments in the company and clients. Provides valuable feedback to management to make sure that clients are satisfied with our service.

## KEY RESPONSIBILITIES

### Training and Development:

- Delivery of new starter induction and on-boarding processes
- Fortnightly training sessions with US teams
- Adhoc group training and workshops for all regions
- Ongoing development by individual (shadowing, setting objectives, follow up)
- Creation and maintenance of training content / documentation, specific to US market to be used in Dallas office
- Review / collate call recordings for training resources

### Sales Excellence:

- Managerial support
- Reviewing headcount models for US team structure and recruitment
- Spot checking US enquiries
- Manage your pipeline to forecast sales and marketing opportunities.

### Reporting and metrics:

- Forecasting and pipeline management
- Setting monthly online targets
- Creation of key regional locations tracker (enquiries, deals, revenue, conversion rates)
- Review KPIs by key US locations

### Sales Support and General Practice:

- Manage Da Vinci enquiry messages
- Monitor US sales data quality (eg. 'unknown' fields)
- Maintain team setup and user profiles for US Online in FRED
- Call testing of US telephony, numbers, routing and source displays
- Communicate CRM changes / improved usage ahead of go-live
- Co-ordination of team contact lists, business cards, market lists etc

## BACKGROUND AND EXPERIENCE

- Must be proficient with Microsoft Excel, Word and Outlook as well as Adobe Creative software's
- Project Management, Sales and/or Marketing experience preferred

- Must have knowledge and experience of writing & executing contracts
- Must speak and write in the English language proficiently. Other languages helpful.
- Strong mathematical skills are a must.
- Strong presentations skills are a must
- Bachelors degree with emphasis in Business is a plus
- You will have developed and delivered presentations to management level.

## KEY SKILLS AND COMPETENCIES

- Excellent communication and presentation skills, with the ability to articulate the company's ongoing strategy and vision.
- Must be detail oriented and organized
- Must have thorough understanding of sales methods and practices.
- Must have excellent communication and interpersonal skills
- Must be able to multi-task and handle disruptions
- Must be proficient in computer programs such as Adobe Creative, Excel, Power Point, Outlook
- Must work well with others, including customers and colleagues, while under pressure in a fast paced environment
- Must be efficient in daily task management for overall success
- Self-motivated, focused and driven with a strong work ethic.
- Commercial awareness and business focused.
- Tenacious and trustworthy.
- Must present themselves in a professional manner, including verbal and written
- High personal energy.

## WORKING AT INSTANT

### **A business is only as good as its people**

Our team of experts combine their market knowledge with a real ability to listen to and work closely with our clients, establishing long-term partnerships and developing innovative solutions. All our people live and breathe our company values and our vision to support clients to grow and succeed.

It's not all noses to the grind-stone though; The Instant Group is a fun, dynamic and entrepreneurial place to work, where colleagues support one another and where the next social event is always just round the corner.

We have achieved recognition as a great place to work, featuring in the Sunday Times Top 100 Best Companies to Work for four consecutive years and gaining three and two-star accreditation in the Best Companies award – among other accolades.

Established in 1999 The Instant Group has grown 23% every year for the past 4 years, has offices London, Newcastle, Berlin, Dallas, New York, San Francisco, Hong Kong, Kuala Lumpur, Singapore and Sydney and has big plans for the future. To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience, a client-centric mind-set and a sense of fun.

Instant is a values-driven organisation. We adopt and live by our values:

- We are passionately client focused 24/7, 365
- We operate with integrity and a sense of fun
- We build long term client relationships based on trust
- We question convention with the desire to improve performance
- We collaborate in teams to create solutions that solve client problems
- We strive for excellence in all that we deliver
- We attract and develop the most talented people

Many of our people have been at The Instant Group for a number of years and have made fast progress through the ranks. If you are looking for an exciting challenge in a company that is going places, we'd love to hear from you.

### **The details**

We pay market salaries and the right person will be offered a package according to their experience.

You will work 9am to 6pm Monday to Thursday and 9am to 4pm on Fridays.