



Job title : Sales Support Representative

Location: Camberley

Closing date : 11th April 2018

Job Summary:

To provide administrative support for the Global Sales & Marketing Team. The role should be focused on helping to support & develop existing and future business, with a secondary role in supporting Customer Service activities.

Main duties and responsibilities:

Primary

- Providing administration support for the Global Sales and Marketing team and MD
- Providing administration support for the Microgen & Lab21 HC MD
- Managing sales follow-ups (quotes/samples/orders) globally
- E-mail inbox management – Enquiries, Customer Service Support etc
- Logging Customer feedback
- Farming activity to help retain existing client base
- Managing conference participation.
- Providing support for marketing projects through knowledge of customer base
- CRM organisation for the team – appointments, tele-conferences, opportunities relating to team members, project chase ups.
- CRM data/database management – account management, contact management
- Conduct market research for existing products and those in current R & D pipeline
- Co-ordinate tele/email marketing campaigns and provide reports as required
- Arrange customer visits for sales personnel
- Provide very basic technical support for existing customers

Secondary

- Preparing Quotes
- Processing Orders
- Dealing with Customer queries
- Managing Customer contact information (existing and new)
- Distribution of company literature
- Preparation of shipping documentation

Qualifications and experience required

Essential

- BSc in Life Sciences
- Diagnostic (Microbiology) knowledge
- Strong completer/finisher
- Good work ethic and interpersonal skills
- Excellent communication talents
- Co-operative and helpful attitude

Desirable

Customer service experience

Hours of Work	37.5 hours per week
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For further information or to apply for this vacancy please e-mail kay.campbell@novacyt.co.uk HR.