

**Job Description – Internal Sales Support seat**

<b>Department:</b> Needham Laser Technologies	<b>Reporting To:</b> Head of Sales
<b>Name:</b>	<b>Position/Title:</b> <i>Internal Sales Support seat</i>
<p><b>Job Purpose:</b></p> <p>To achieve the sales objectives as outlined in the business plan for Needham Laser Technologies. This role is critical to the success of the sales team by qualifying leads, providing excellent customer service, and building long-term partnerships with customers. The role will also actively participate in the collection, analysis and reporting on key issues and trends relating to customer behaviour, competitive activity and industry developments.</p> <p>Additionally, you will need to embody the TNG values of Relish responsibility, Be confident, be humble, Be trustworthy, be compassionate and always do the right thing.</p>	
<p><b>Key Responsibilities and Accountability:</b></p> <p><b>Sales Growth</b></p> <ul style="list-style-type: none"> <li>• Meet sales targets.</li> <li>• Ensure all enquiries for all N-Lase &amp; Create are qualified (in or out), entered onto the CRM and moved through the pipeline as efficiently and effectively as possible to fruition.</li> <li>• Confident communication throughout the pipeline with the relevant stakeholders.</li> <li>• Manage the booking process for demonstrations between the Create Sales Manager and customers.</li> <li>• Supporting the Sales Managers with the sample process between the sales team, product demonstrator and customers</li> <li>• Ensure alignment check of PO, terms and proposal before declaring a project won.</li> <li>• Manage the booking process for appointments/demonstrations between the sales team, product demonstrators and customers.</li> <li>• Supporting the Sales team with finalising finance deals. Ensuring all finance deals are authorised to the point of "invoice instruction" before the official PO is raised.</li> <li>• Take part in regular sales meetings in order to review progress and plan objectives.</li> <li>• Provide regular reports to the Head of Sales on all sales activities across the business.</li> </ul> <p><b>Other Duties</b></p> <ul style="list-style-type: none"> <li>• Attend internal meetings with other company functions necessary to perform duties and aid business development.</li> <li>• Attend training and develop relevant knowledge, techniques and skills.</li> <li>• Adhere to health and safety policy, and other requirements relating to care of equipment.</li> <li>• Present the company in a positive and professional manner to all customers, suppliers and outside agencies and organisations.</li> <li>• Always embody the values of TNG.</li> </ul>	
<p><b>Additional Expectations:</b></p> <p>The role will involve a degree of product knowledge in order to be able to speak knowledgeably to customers and prospects. As such, this role may need to spend time with the Design &amp; Development /manufacturing teams to understand the product design, material selection, etc.</p> <p>This role is predominantly office based with occasional UK travel as required by the company. Attendance at regular sales meetings at the head office (Whitchurch) will be required on a regular basis.</p> <p>Performance targets will be communicated to you and reviewed on a regular basis.</p>	

**Date: October 2023**

**Ref: NLT Internal Sales Support seat Job Description (001)**