



ALLPAY LIMITED
JOB DESCRIPTION

Owner	HR Manager	Date Created	08/09/2015
Classification Level	Restricted	Template Version	General Form v1.4

1. JOB IDENTIFICATION

Job Title: Sales Support
Responsible to: Contracts & Commercial Support Manager
Department(s): Contracts & Commercial Support

2. JOB PURPOSE

The Sales Support role contributes to sales growth and provides support to the Sales Team through office-based sales and account management activity providing appropriate documentation, data reports and issuance of quotations.

3. DIMENSIONS

Office-based sales activity to create, develop and secure profitable business opportunities: directly with clients and in support of the Sales Team.

Drafting, issuing and monitoring clients' quotations.

Providing support to the Sales Team to maximise business growth through onboarding new clients and retention of existing clients.

Qualify and progress incoming sales enquiries.

Liaising with various internal staff members (at all levels) and departments, in addition to external clients.

Providing appropriate and accurate data and reporting to the Sales Team and clients as required.

Conduct market research and telemarketing as and when appropriate.



4. ROLE OF DEPARTMENT

To grow business in the Public and Private sector. To identify potential clients, retain and grow current clients, make proposals and close business to the best possible profit margin for allpay, as well as ensuring the maximum number of sales across the product range.

5. KEY RESULT AREAS

Key Responsibilities for this role include:

- Generate sales opportunities and appointments with prospects and clients for the Business Development Managers
- Identify, develop and close new business with target prospects.
- Implement a contact plan and account strategy to retain and grow revenue from a defined portfolio of smaller clients.
- Handle incoming sales enquiries, qualifying and progressing to secure appointments or provide proposals.
- Achieve and exceed Targets for New Business, Expanded Revenue and Contract Renewal with defined client / prospect portfolio.
- Achieve KPIs for client contact, prospect calls, sales opportunities generated and appointments secured for the Sales Team
- Ensure all personal sales activity is recorded accurately in Salesforce.
- Compile and document quotations for your own clients and prospects and for the Regional Sales team.
- Manage the quote acceptance process ensuring the quote is logged as accepted on the CRM database, the documents are saved to the intranet site, noted on the sales action log and the links for each emailed to Implementation.
- Provide office support to the Sales Team
- Be aware of market competitors and report on any competitor activity that may have an influence on the business.
- Support the overall aims and objectives of the Sales team in winning new business and delivering profitable growth through existing clients.
- Manage, investigate and respond to action points from sales meeting reports. Liaison with appropriate departments to ensure responses to clients is provided within a 48 hour window.
- Provide statistical and supporting information as required for each meeting attended by the Sales Team
- Perform due diligence and KYB checks on new prepaid clients within the private sector, collate information and pass to Finance to evaluate. Advise client of outcome.



- Support sales campaigns: input relevant client data into the CRM database, update and report on status, and carry out agreed telesales activity.

“The post-holder will be required to undertake such tasks as may be reasonably expected within the scope and grading of the post”.

6. ADDITIONAL KEY DUTIES

7. KNOWLEDGE, TRAINING, EXPERIENCE & SKILLS REQUIRED TO DO THE JOB

- Sales aptitude and attitude.
- Motivation and drive to identify, create, pursue and secure business opportunities.
- Telesales ability: to create opportunities and appointments, to progress the sales process, and to close.
- Commercial awareness, combining a customer focus and profit orientation.
- A high level of organisational skill and attention to detail.
- Proactive, outgoing, client focused professional.
- The ability to interact with and influence internal colleagues and external key contacts
- Experience across multi-product business(es)
- Skill in delivering a customer focused experience for clients
- Excellent verbal and written communication skills
- Willingness to adapt, learn and promote new ideas
- Proficient in Microsoft Office
- Good team player with the ability to work without close supervision
- Flexible and adaptable to a changing working environment
- A creative approach to problem solving, have the ability to work well under pressure and thrives on accomplishment.
- Short-to-medium-term potential and desire to move into a Business Development Manager role.
- Enthusiastic, energetic, goal orientated self-starters.
- Persistent individuals with a focus on quality and customer service.



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8. JOB DESCRIPTION AGREEMENT

We confirm that this conveys a full and accurate description of the job as at .

Job Holder's Signature:

Date:

Manager of Department Signature:

Date:

Director of Department Signature:

Date: