

Sales Support Executive - Role Definition

About Motionspot:

Motionspot is an award winning fast-growing company specialising in design led accessibility; enabling environments to meet the needs of disabled people without compromising on building design.

Motionspot promotes design innovation, product choice, improved functionality and greater satisfaction for clients. For more on the business and our ethos please see www.motionspot.co.uk

Client base:

Motionspot has a regular flow of residential clients and a fast-growing commercial side of the business designing accessible environments for hotels, retirement villages, care homes and private hospitals. Contract clients over the past 12 months have included National Trust, Bespoke Hotels, Jumeirah and London Edwardian Hotels.

Purpose of the role:

The sales support executive will work closely with a Motionspot Key Account Manager to provide support to help grow business revenues. This will involve building product specifications, generating customer quotes, offering administration support to the sales team and handling any residential enquiries generated via the website and liaising with supply chain to deliver these orders.

Key responsibilities:

- Creation of customer product specifications and quotes using the Motionspot online quoting system
- Input of sales leads in the Motionspot online CRM system
- Providing sales administration support to the sales team helping Key Account Managers manage Motionspot customer requests
- Qualifying and handling smaller residential sales enquiries that come in via phone and email
- Troubleshooting and resolving customer issues

This is a great opportunity for someone looking for a chance to really make an impact in an entrepreneurial and fast growing business where hard work and success will be rewarded.

We are looking for the below qualities in the successful candidate.

Essential experience

- A process driven individual with an exceptional eye for detail and ability to process large amounts of data
- Excellent Microsoft Office skills, in particular use of excel
- Ability to work quickly and on a number of tasks
- Good problem solving skills and excellent organisational skills
- Good writing skills and ability to craft customer email responses
- Ability to learn and understand the Motionspot product range and design principles
- Self-motivated and able to take initiative
- Experience of dealing with customers either over the phone, email or in person
- Ability to propose ideas to improve working practices

Desirable experience

- Previous experience of a quoting and CRM system
- A passion for accessible design

Role details:

The role is available to start immediately.

The role is a full-time position and will be office based in Twickenham, reporting into the Key account manager

Remuneration:

Competitive salary based on experience

Excellent career development opportunities

Interested? - Please email a CV and covering letter Jacqueline@motionspot.co.uk