



Zen Internet Role Specification

JOB ROLE: Sales Support Executive – maternity contract (6 months)

Key Deliverables

An opportunity has arisen for an experienced Sales Support Executive to join one of Zen Internet's growing Sales functions on a short term contract to cover maternity leave. The Sales Support Team is responsible supporting all account managers across both the Direct and Indirect sales channels, both internally, cross departmentally and directly with some customers.

The role holder will support the Sales Support Team Senior with the day to day operation of the Department in supporting the field and desk based Account Managers from the office to maximize the opportunities from all customers.

The role is office based.

Key Responsibilities

- Support the Sales Support Team Leader in the day to operation of the Sales Support function
- Produce accurate customer quotations for various elements of Zen's portfolio including Leased Lines, Hosting, Co-Location services and IPVPN in a timely manner within agreed SLAs.
- Liaise with Zen's carriers / suppliers as required to ensure they provide accurate pricing within the terms of the SLAs
- Place and monitor orders on behalf of key Partners / Account Managers and keep contacts informed of progress as required
- Liaise with other internal departments regards orders as required
- Internal and external meetings where required
- Upkeep of process documentation in line with ISO 9001 requirements
- Hold records in line with ISO 9001 audit requirements
- Accurate use of various internal systems
- Production and management of regular and ad hoc management information supporting the Channel Sales Manager
- Produce the appropriate documentation for Customers upon fulfilment of new services

Candidate Profile

- Experience in the IT / ISP industry
- Understanding of the Zen product portfolio
- Experience in a sales support role
- Knowledge of Salesforce.com an advantage
- Proactive attitude and able to work without supervision
- Excellent organisational skills
- Ability to manage and prioritise a variety of workstreams
- Good numeracy skills
- Excellent telephone manner, verbal and written skills
- Proficient in all Microsoft packages and computer literate
- Team player
- Flexible approach to work