

VERSION 1.1
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JOB DESCRIPTION

INTERNAL SALES MANAGER

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MICRON COMMUNICATIONS LIMITED
UNIT 3B COLDHARBOUR BUSINESS PARK
SHERBORNE DORSET DT9 4JW

Title:	Internal Sales Manager
Reports TO:	Sales Director
Escalation:	Managing Director

PURPOSE OF JOB ROLE:

Your role is to inspire the internal Sales team, to deliver an excellent sales journey for the customer whilst managing the performance of the team. You will work closely with the Sales Director to ensure consistency is delivered and targets are achieved through proactive management of the team ensuring they are clear on their roles and responsibilities and how these align to the vision of the team.

KEY ACCOUNTABILITIES

Below, are a list of activities / duties generally involved in the role. The list is non exhaustive, and the employee will from time to time be asked to fulfil other duties as directed by the Management Team.

- Work closely with the Sales Director to design, refine, communicate & implement the strategy for the Sales team to ensure targets are achieved
- Lead and motivate the internal sales team, ensure they are fulfilling their role and targets
- Tracking management of performance against KPI's for internal Sales Team
- Collecting, analysing and reporting KPI's to the Sales Director
- Ensure revenue and customer growth is maintained and developed in line with the strategy provided by the Sales Director
- Conduct reviews and design / implement training and development plans for existing and new staff
- Ensure data base and systems are maintained and updated
- Represent Sales team in weekly operations meetings
- Be a point of escalation for internal sales team and customers

QUALIFICATIONS & EXPERIENCE

- Minimum 2 years' experience leading an internal Sales team
- Minimum 2 years' experience in people management (mentoring, 1:1's, reviews)
- Experience of providing leadership to a team
- Experience working in Telecoms / IT sector preferable

SKILLS & BEHAVIOURS

- Excellent interpersonal and communications skills are essential
- Effective people management and coordination skills
- Naturally sales focused and target driven with a desire to achieve
- A thorough and organised approach

- Proactive & Self-Motivated
- Ability to work independently and to take responsibility
- Ability to inspire, build trust and confidence with the team and customers
- Excellent time management skills
- Flexible and a 'can-do' attitude
- Maintain productive, professional and secure working environment

I have read and understand all the contents of this job description. This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they currently exist but is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment. Therefore, you may be required from time to time to carry out tasks requested by the Management/Directors.

Employee name: _____

Employee signature: _____

Date: _____

Directors signature: _____

Date: _____