

JOB DESCRIPTION

Job Title: Internal Sales Engineer	Department: Photonics and Imaging
Reports To: Sales Manager	Location: Initially office based in Wokingham, with a development path into a field sales position
Salary: Depending on experience	Hours of work: 37.5 per week
Benefits and Assets: Performance-related Bonus / OTE, Pension, Life Assurance, Laptop, mobile phone, company car once in a field sales role	

Person Specification	
<i>Qualifications & Knowledge</i>	<ul style="list-style-type: none"> • "A" level in Physics preferred as minimum or graduate in Photonics • Ideally some knowledge of optics, lasers, spectroscopy equipment • Computer literate; proficient in the use of Excel & Word.
<i>Skills & Experience</i>	<ul style="list-style-type: none"> • Internal sales experience (desirable) • Customer and /or supplier relationship management experience (desirable) • Excellent verbal and written communication skills. • Good commercial awareness
<i>Personal Attributes</i>	<ul style="list-style-type: none"> • Self-motivated - enthusiasm and drive to succeed. • Accuracy and attention to detail. • Ability to work as part of a team as well as on an individual basis. • Creative – able to think 'outside the box'.
<i>Other</i>	<ul style="list-style-type: none"> • Valid driving licence.

Purpose of the Job:

The Inside Sales Engineer will maintain existing business and customer relationships, and grow new business opportunities by working with the field based sales team.

Scope of Responsibility:

- To manage the incoming requests for quotes from the customer base
- To manage the order book and logistics interface between Acal BFi UK and its' customers from order entry to delivery, along with managing any post delivery issues.

- To build and maintain long-term relationships with both new and existing customers.
- To build and maintain positive relationships with key suppliers

Main Duties & Accountabilities:

- Qualify and respond to RFQ's
- Working with field based sales team, chasing up outstanding quotes, keeping the systems up to date
- Accurate processing of orders, ensuring they comply with company guidelines
- Where required, work with Acal Purchasing and suppliers to ensure export licenses are put in place
- Progressing/updating customer orders
- Work with Acal Purchasing to ensure orders are delivered on time
- Dealing with customer enquires via email, or inbound calls
- Managing post sales issues, e.g RMA's, complaints etc
- Working with field based sales team to build effective working relationships to drive growth in the business
