Position Title:
International Sales Executive

Department:
Sales & Marketing

Reports to:
International Sales Manager

Position Summary:
The individual will be required to deal with international schools to drive the successful sales of new subscriptions/renewals and increased uptake of new products.

• The individual will be required to build relationships with schools and demonstrate fully our award winning online resource.
• You will act as an account manager dealing with all areas of the sales process.
• This is a full-time role 39 hours per week – Salary in line with experience.

Responsibilities:
• You will act as the first point of contact for schools that are not already signed up to our products, and to provide them with a trial of the product.
• Creating new school account systems on the International SMS system.
• Providing online tutorials to non-subscribing schools with the intention of a subscription.
• You will be accountable for liaising with existing subscribers and handling retention.
• You have a responsibility to represent the values of the organisation.
• You will be expected to follow correct procedure in recording all contact with customers on SMS and managing your call list and calendar of demonstrations, alongside any data entry required.
• Be flexible if required with working hours as we may have to look at different time zones.
• Have an understanding of the importance of up-selling and able up-sell on your accounts where appropriate.
• Responsibility for identifying and having full ownership of your accounts and manage these with detail to time management.
• Work towards and achieve daily/monthly targets. Going above and beyond expectations.
• Provide online demonstrations to subscribing schools.
• Provide exemplary customer service to all accounts.
• Be proactive in seeking opportunities to support the business with ‘other’ work as and when dictated by the business.
• Support other team members when issues arise, using specific knowledge or expertise.
• Ensure there is a hand-over of key responsibilities if off sick or on holiday.
• Personal responsibility for meeting the goals highlighted in your 6 monthly staff review and during ongoing dialogue.
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International Sales Executive

Education & Experience:

- Understanding of the International market (not essential but desirable)
- Previous telephone experience is essential.
- IT competence: basic IT literacy, MS Office, e-mail.
- An understanding of the educational environment is desirable.
- Some experience of working in a customer service or sales environment.
- Minimum 5 GSCEs A*-C of which two MUST be English Language and Maths.

Skills:

Essential Criteria:

- You need to be organised, self-motivated, and enjoy working within a target-focused environment.
- Have a natural aptitude for customer service skills – being able to understand the needs of potential new customers as well as getting across our core message.
- Be enthusiastic in your approach to our product and demonstrate strong communication skills, especially spoken, and have a good telephone manner.
- Have the ability to communicate remotely using appropriate technology.
- You must be able to take on board feedback/constructive criticism and be resilient and resourceful.

Desirable Criteria:

- Good grammar.
- Multilingual (desirable but not essential)

Contact Us:

Candidates may submit their CV to:
Kate Sanderson – HR Manager
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