

Job specification

1. Post

Post:	Internal Sales
Department:	Internal Sales
Date:	January 2022

2. Supervisory responsibilities/position in structure

Responsible to:	Sales Director
-----------------	----------------

3. Main function of job (Note: in addition to these functions employees are required to carry out such other duties as may reasonably be required)

- Frontline handling of customer enquiries including promoting Containerlift's services, quoting, following up and the chasing of bookings.
- Demonstrate good sales and negotiation skills in negotiating with customers, capitalising on commercial opportunities in order to achieve sales targets.
- To act as an ambassador for the business both in your interaction with customers and prospective customers.
- To carry out sales activities on behalf of Containerlift. Developing additional work opportunities from Containerlift's current database of accounts. Identify and generating new business opportunities for Containerlift. Work closely with the External Sales team in the handling and passing through of enquiries.
- Review and maximise ongoing work volumes
- Ensure and support the transition of new business from the sales process through to the customer becoming an established account.

4. Main duties (brief description)

Duties/Responsibilities	Level of responsibility direct or indirect (D/I):
Provide a high level of customer sales support for quote requirements.	D
To build, support and develop regular, established business for Containerlift.	D
Provide quotations and ensure that ensure quotes are logged and set up for handover to the bookings and operations teams.	D
To be involved in the decision-making regarding rates and margins for new and existing business.	D
Maximise sales by upselling on incoming and outgoing calls.	D
Identify opportunities for the external sales team.	D
Proactive following up of quotations, new customers, 1 st job customers, old inactive customers, and other reports with a focus on generating bookings.	D
Proactive telephone contact with both existing and prospective customers.	D
Review and respond to ongoing clients' volumes and volume trends	D
Assist with Containerlift marketing activities	D

5. Requirements to carry out job

Essential or desirable requirement – please indicate against each heading	E	D
Qualifications/education required:		
Degree Educated		D
Experience required:		
Experience in container logistics and shipping High level of computer skills including Microsoft Office	E	D
Specialist training required:		
Sales and marketing training Further training within shipping and logistics	E	D
Any particular aptitude/skill required:		
Ability to learn quickly, and multitask. Ability to build up rapport with customers, developing client relationships throughout. Good sales and negotiation skills. Excellent telephone manner	E E E E	
Personal characteristics required:		
Self Motivated Excellent communication and organisational skills Initiative, drive and enthusiasm	E E E	

6. Special terms

Special conditions e.g. working with hazardous substances, equipment, animals etc:	None
Working in different locations:	No