

Role and responsibilities

Identity

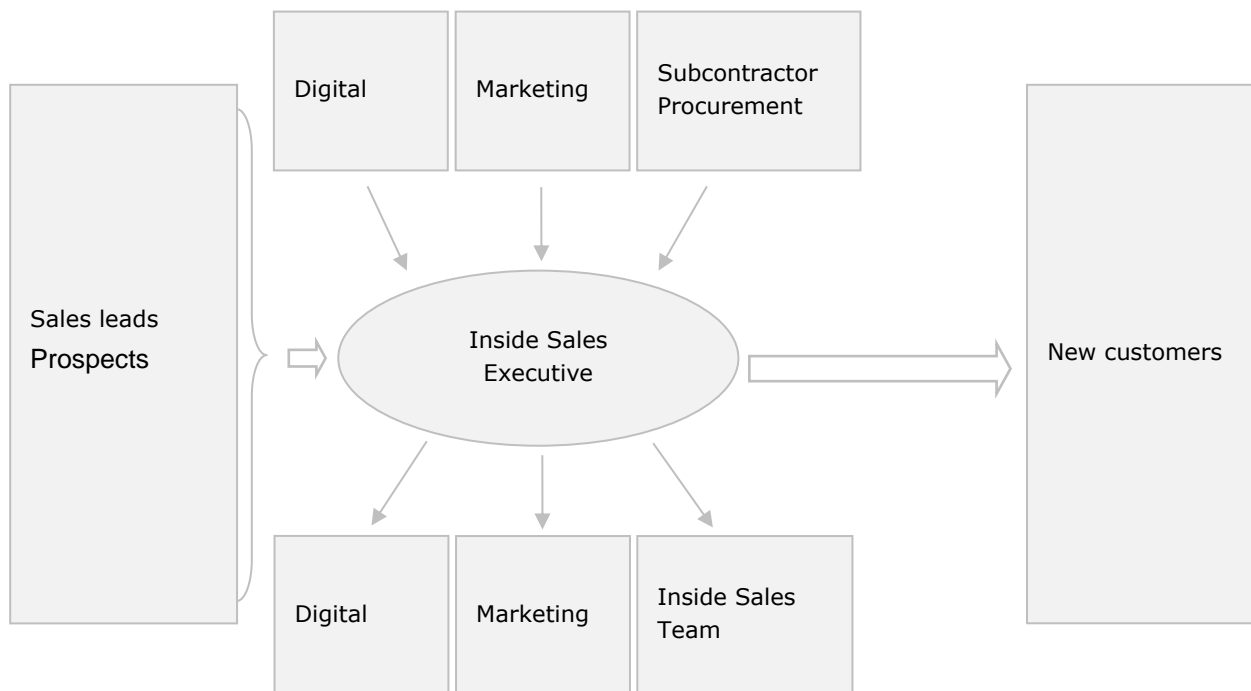
Position title	Inside Sales Executive
Date	20/06/2018
Line Manager title	Inside Sales Team Lead
Grade	12

Purpose

(the 'why' of the position, within which limits and according to what objectives)

Why	<ul style="list-style-type: none">• To manage prospective sales enquiries originating from ecommerce and marketing campaigns• To work with operations and finance to mobilise new contracts
Within	<ul style="list-style-type: none">• Limited to digital and marketing campaign sales enquiries
According to	<ul style="list-style-type: none">• The objects of Inside Sales Team

Key stakeholder interaction network



Ideal candidate experience

- Proven track record in telemarketing, lead generation or business development.
- Confident, articulate, intelligent communicator.
- Experience using a CRM system, ideally Salesforce.
- Proficient in Microsoft Office - Word, Excel and Outlook.
- Exceptional written and verbal communication skills.
- Proven ability to produce reports (team performance).
- Experience of the products and industry would be ideal, but not essential.

Area one - Customer External

Details	Delivery measure
<ul style="list-style-type: none"> • Contacting all call, email and chat enquiries within a specified time period. • Processing agreement in supporting systems (Clear and SAP). 	<ul style="list-style-type: none"> • Achieves SLA targets
In order to	deliver excellent customer satisfaction

Area two - New Business Development

Details	Delivery measure
<ul style="list-style-type: none"> • Actively follow up all on-going enquiries to the point of conclusion, i.e. contract acceptance. • Prospecting new business leads. • Entering high quality sales data in Salesforce and on the electronic contract application. 	<ul style="list-style-type: none"> • Enquiry to contract conversion rate • Lead creation • Lead conversion to contract • High quality data within Salesforce.
In order to	Grow the business through new sales

Area three - Best Practice Implementation

Details	Delivery measure
<ul style="list-style-type: none"> • Working with marketing team to monitor site performance and optimise marketing campaign material. • Working with the Digital team to proactively propose improvements to the user journey to increase conversion on the site. 	<ul style="list-style-type: none"> • Site performance reporting • Digital marketing campaign effectiveness and reporting • Site conversion improvement • Peer feedback
In order to	Improve SUEZ's Digital Presence

Please note

1. In line with our Values and Ethics Charter, the job holder is expected to:
 - Act in an honest, responsible and respectful manner to others.
 - Be responsible for their own professional conduct.
 - Comply everywhere and in all circumstances with the laws and regulations connected with their activities.
 - Comply with our obligations to other parties such as shareholders, associates, clients, suppliers and the community.
 - Ensure the health, safety and wellbeing of employees, customers and other personnel at all times.
2. The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.