

Position title	Inside Sales Lead - ISE
Division	I&C

Purpose

This role exists to generate new business growth by managing inbound and outbound sales opportunities, converting leads into profitable customers and delivering an excellent customer experience that supports SUEZ's commercial objectives.

Key responsibilities

- Sales Performance & Business Growth
 - Achieve individual sales and revenue targets.
 - Convert inbound enquiries into new business opportunities.
 - Proactively generate and convert outbound sales opportunities.
 - Build and maintain a healthy sales pipeline.
 - Identify opportunities to maximise customer value through additional products and services.
- Customer Management
 - Build strong relationships with prospective customers.
 - Deliver a professional and engaging sales experience.
 - Provide effective after-sales support and customer care.

- Ensure smooth handover of new customers into business-as-usual operations.
- Sales Planning & Administration
 - Maintain accurate records within CRM and other business systems.
 - Produce accurate sales forecasts and pipeline reports.
 - Manage contracts and customer information in line with company procedures.
- Compliance & Governance
 - Adhere to all relevant legislation, health and safety requirements and company policies.
 - Ensure all sales activities are conducted ethically and compliantly.

Skills

- Sales and negotiation skills.
- Objection handling and closing techniques.
- Strong verbal and written communication.
- Relationship building and customer engagement.
- Commercial awareness.
- Problem-solving ability.
- Resilience and determination.
- Data analysis and system competency.
- Collaboration and teamwork.
- Proactive approach to opportunity generation.

Knowledge

- Understanding of the end-to-end sales cycle.
- Knowledge of B2B sales processes.
- CRM and sales system knowledge.
- Understanding of service-led businesses.
- Knowledge of local market dynamics.
- Waste industry knowledge desirable.

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Specific candidate requirements

- Previous cold calling experience.
- 1-2 years' telesales or inside sales experience.
- Experience selling in a B2B environment.
- Experience working within a target-driven sales role.

Qualifications

- Good standard of secondary education.
- Sales-related training or qualifications desirable.

Please note: The content of this job description reflects the main duties and responsibilities of the job and is not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.