

## Inside Sales Representative – Futuresource

Join our team at Futuresource Consulting, a prominent market research consultancy specialising in the technology industry. Currently, we are seeking an Inside Sales Representative to play a pivotal role in ensuring our pre and post-sale order process is managed seamlessly and all orders are processed accurately and in a timely fashion and meet the business requirements.

### Job Responsibilities Overview:

- **Sales Support**
  - Working with the Futuresource sales team to ensure customers have received correct pre-sale documentation and follow up. Post-sales process is managed and followed up through to the fulfilment of the order.
  - Set up meetings or calls between customers and the Sales team as required
  - Collaborating across various teams to ensure tasks are completed
  - Initial reach out for Lead qualification as required
  - Providing assistance to the Customer Success team with regard to monitoring renewals of existing subscription customers and follow up as required
  - Answering customer queries and calls
- **Client Relationship Management**
  - Build and maintain strong client relationships to ensure satisfaction and loyalty.
  - Serve as a key liaison between the client and internal teams to ensure seamless execution of customer follow up.
- **Data/Systems Management**
  - Assess and categorise the sales pipeline, identify actions, tasks and follow ups to maximise sales potential.
  - Utilise Salesforce, our CRM system, to meticulously record and manage all sales-related information, ensuring data accuracy, completeness, and compliance with business standards and regulatory requirements.
  - Continuously analyse sales data, monitoring performance against targets and proactively identifying areas for enhancement and corrective measures.
  - Work closely with the finance and accounting teams to ensure seamless and precise order processing, invoicing, and revenue recognition.
  - Prepare and present regular sales reports and performance updates to senior management, delivering actionable recommendations and insights for improving sales processes and achieving revenue growth.
  - Assist in developing and testing new Salesforce functionality and enhancements to improve workflow efficiency.

### Required Experience and Qualifications:

- 1-3 years of administrative experience, ideally within a sales environment.
- Demonstrated high attention to detail, thorough process focus and workload management.

- Proficiency in Microsoft Office, Salesforce, and LinkedIn Sales Navigator, Zoominfo/Cognism, Skrapp.
- Excellent customer management skills.
- Strong interpersonal, organisational, and communication skills.
- Thrives in a fast-paced, customer service-oriented environment.
- Able to manage multiple priorities while meeting objectives.
- Team player who builds effective partnerships.
- International travel maybe required for attending industry trade shows and staying up to date with new trends
- Assisting with events as required

#### Personal Skills:

- Internal drive and tenacity to exceed targets.
- Strong communication skills to engage effectively with clients and internal stakeholders.
- Sense of ownership around role and responsibilities.
- Thrives under pressure and remains adaptable.
- High levels of influence when working with stakeholders.
- Initiative to recognise and pursue new business opportunities.
- High energy and enthusiasm with a "can-do attitude."
- Articulate and well-spoken.

#### Package:

- Competitive Salary with uncapped commissions.
- Company Pension scheme.
- 25 days of annual leave, with an additional day for each year completed.
- Chill days dependent on length of service.
- Company social events.
- Onsite parking.
- Private Medical insurance.
- Life Insurance.
- Remote/Hybrid working.

Our Futuresource offices are located in St Albans, yet we extend a warm welcome to candidates from anywhere within the UK, offering a hybrid/remote working arrangement for the ideal candidate.

Futuresource Consulting offers a dynamic and collaborative work environment where you can thrive and make a significant impact on our portfolio. Join us today to shape the future of the industry.

To apply for the above position, please email your CV with a cover letter to [Aarti.Patel@sixsails.com](mailto:Aarti.Patel@sixsails.com), [Sandy.Bell@futuresource-hq.com](mailto:Sandy.Bell@futuresource-hq.com), and [recruitment@futuresrouce-hq.com](mailto:recruitment@futuresrouce-hq.com)