

## Job specification

### Certification Development Consultant

**Reporting To: Head of Sales & Team Leader**

**Department: ISO Sales- Norwich office**

**Contract: Full-time, Permanent (Mon-Fri 9am - 5pm)**

**Location: Norwich**

**Salary: £26,000 per annum basic, with OTE of £67,000+**

**Benefits: Pension, Health Plan, 5 weeks' holiday, plus birthday day off, plus 8 paid Bank Holidays, Holiday Purchase Scheme, Gym discounts.**

#### About us

Operating in the UK since 1993 Citation ISO provides professional consultation and support for Organisations that require a hassle free and cost-efficient route to ISO Certification. We have proudly been delivering internationally recognised Management Systems for almost 30 years, with the aim of 'making businesses better'. Our growth plans are ambitious, and we're part of the private equity owned Citation Group. Our customer base has grown significantly over the past few years and this growth will continue - that's where you come in.

#### About You

**For this role you will need the following key skills & attributes:**

- Proven, demonstrable B2B sales experience
- Track record of delivery v targets
- Resilient, adaptable, strong organisation and time management skills with the ability to multi-task / prioritise a high-volume workload appropriately
- Strong sales pipeline management skills and knowledge
- Understanding of sales performance metrics
- Excellent communicator - verbal / written
- Superb interpersonal skills
- Attention to detail
- Ability to work autonomously
- Logical thinker
- Strong numeracy skills
- Computer literate, previous experience of working with salesforce an advantage

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## Purpose of the role

The primary function of the role is to quickly and accurately identify prospect requirements, matching our services to customer needs, in order to provide guidance to potential customers, seeking ISO certification and related products – from initial enquiry through to conversion to sale.

## Key tasks:

You will be responsible for representing the company in a professional manner at all times and for maintaining the company CRM records appropriately to accurately reflect sales data and issuing relevant contractual correspondence to clients.

## Your responsibilities include but may not be limited to:

- Achieving sales targets : individual and team – sales, revenue, conversion, product mix, quality and productivity
- Converting sales leads and upselling additional products by phone advising customers on most suited products for their company
- Maintaining accuracy and timeliness of prospect, pipeline and customer records via Salesforce
- Problem solving any customer issues and providing solutions within contract terms
- Preparing customer quotations and contracts via Salesforce with ongoing pipeline follow up to customer(s)
- Promoting Group company and partner products to our customers and generating ‘cross sell’ leads
- Working on outbound sales campaigns to both existing clients and new prospect
- Self-Generating leads
- Selling additional products / services to existing clients
- Highlighting inefficient working practices to the Team Leader & HoS to improve processes and practices to enhance the customer experience and improve team efficiencies
- Sharing of ideas to close sales
- Maintain a high level of sales skills – objection handling, negotiating, closing, etc., as well as delivering exemplary customer service
- Managing customer accounts from initial enquiry to close of sale
- Updating Salesforce prospect, opportunity and account records accurately in a timely manner
- Daily completion of prospect and pipeline calls allocated
- Cross checking accuracy of data in Filemaker CRM as necessary
- Ensuring accurate and timely logging of information on both CRM’s to aid in data analysis and reporting
- Ensure emails, quotations and contracts are issued in a timely manner and are accurate
- Ensure clients are issued with any relevant information they require on a timely basis

*Please note: While we endeavour to respond to all applications, if you have not heard back from us within 3 weeks of applying, your application has not been successful on this occasion. Applicant details will be kept on file for 12 months.*

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## Person Specification

<b><i>Certification Development Consultant</i></b>	<b><i>Requirement</i></b>	<b><i>How will this be assessed? (A = application I = interview)</i></b>
<b>Qualifications</b>	GCSE Maths and English - grades 4 or above	<b>A</b>
<b>Experience</b>	3 years B2B sales	<b>A</b>
<b>Skills &amp; competencies</b>	<ul style="list-style-type: none"> <li>• Target driven</li> <li>• Good attention to detail and data literacy</li> <li>• CRM knowledge and previous usage (salesforce desirable)</li> <li>• Strong written, verbal and communication skills</li> <li>• Proactive, can do attitude</li> <li>• Strong organisational skills</li> <li>• Ability to learn complex products and processes</li> <li>• Ability to work cross functionally effectively</li> <li>• Strong word, outlook ,excel knowledge</li> </ul>	<b>AI</b>

<b>Behaviours &amp; Values</b>	Ready for anything	
<b><i>Can demonstrate examples thereof</i></b>	Make it happen	<b>I</b>
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