

## Certero Sales Support Manager

### Why Join Certero?

Certero are a successful technology business, operating within markets at the forefront of transformational change. We embody a culture of innovation, both in what we do and how we do it.

Certero is well established and succeeds within our markets at a truly global level, and we believe our people are critical to this success. We value experience and expertise as well as the elasticity, conviction and creativity that enables new concepts and ideas to thrive, become collectively real and drive us ever-forward.

Certero's growth provides a great opportunity to develop your career and diversify roles to suit your strengths, interests and ambitions.

### The Role

This is a highly varied role that requires a passionate, motivated, self-starter. The Sales Support Manager will ensure the smooth running of the Sales Support Team on a day-to-day basis. You will initiate the coordination and implementation of processes and procedures and frequently have responsibility for specific projects and tasks. The role requires a hands-on individual with the skills and experience to deliver excellent customer service to both internal and external customers and support the global sales team to ensure the success of the organisational strategy. You will maintain knowledge about the strategy, products and aims of Certero and be able to perform the duties of the team as well as the manager role.

The Sales Support Manager will have experience in preparing reports and presentations, good knowledge of Excel and practical experience and knowledge of a CRM Database Software package with good customer service and communication skills.

### Responsibilities

This role covers a variety of responsibilities, including but not limited to:

- General day to day Line Management of the Sales Support team, organisation and delegation of their workload.
- Ensure customer and Partner requests are handled quickly and efficiently.
- Ensure Price lists and pricing tools are maintained and updated as required.
- Oversee the preparation of Sales documentation such as Proposals and Statement of Work.
- Develop and maintain processes and procedures to improve sales support and performance generally.
- Participate and contribute effectively in sales team meetings.
- Utilise and maintain CRM system to manage sales opportunities and provide Weekly/Monthly KPI Reports.
- Manage the renewal, quotation and invoice process.
- Carry out detailed data analysis on Sales Support activity and manipulate data as required using excel.
- Provide Bid Management, coordinating on RFP's / RFI's / tender opportunities.
- Plan, structure and progress the management of client handover to Operations following receipt of a purchase order.
- Liaise with global sales team to understand the full operational requirements and ensure these are achieved and maintained.

## Key Skills and Experience

- Be a quick learner who enjoys a challenge and is looking to grow your career with an exciting company.
- Be passionate, work well under pressure and be driven by achieving.
- Have strong organisational skills with great attention to detail and the ability to multi-task.
- Be very good at prioritisation of skills to balance key priorities.
- Be comfortable with Accountability and Responsibility and want to provide leadership in everything you do.
- Have experience of managing multiple stakeholder groups and balancing diplomacy and tact with assertiveness.
- Be energetic, determined, positive, goal focussed and consistent - even under pressure.
- Be able to build trust and demonstrate integrity in all circumstances.
- Have an understanding of IT.
- Have previous experience of reporting.
- Have a sound knowledge of Microsoft Office.
- Have practical experience of a CRM Database software.

## The benefits of working for Certero

We're committed to creating a workplace where everyone is respected, our differences valued and people can be themselves without exception.

You will be working in our impressive, newly refurbished Certero Campus. At a shade under 20,000 square feet and set in 2 acres of land, our UK Headquarters boast extensive free car parking facilities, electric vehicle charging, a gym, a recreation / relaxation space and access to state-of-the-art technology.

We believe in the importance of investing in our employees, and therefore offer some great benefits as standard:

- Competitive annual leave with an optional additional holiday-buy scheme.
- Bupa private medical care, with options to add dependants.
- Bupa Blue app that provides access to a remote GP 24/7.
- Employee Assistance Programme.
- Total-earnings Pension Scheme.
- Onsite Gym.
- Company Perk and Discount Portal.
- Complimentary refreshments.
- Free on-site parking and electric vehicle charging.
- Regular social events.