

Certero Sales Support

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. 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 role in a professional manner to provide support to professionals, either as part of a team or individually. The role of Sales Support requires excellent written and oral communication and the ability to multi-task and work well under pressure.

Responsibilities

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

- Management of re-occurring revenue schedules.
- Financial administration for re-occurring revenue and new business, including raising quotes, processing purchase orders and issuing invoices.
- Support the sales process through the creation of relevant documentation such as Statement of Work and Sales Proposals.
- Management of Customer Licence Records.
- Preparation of internal reports and pricing for the sales team.
- Ensure Customer and Partner requests are handled quickly and efficiently.
- Participate and contribute effectively in sales team meetings.
- Establish and maintain strong relationships with clients.
- Maintain accurate and up-to-date records of all sales activities in the CRM system.
- Utilise CRM data to analyse and improve sales processes.
- Initiate and follow up on sales calls to introduce our products/services.
- Address client inquiries and provide comprehensive information to prospects.
- Stay informed about industry trends, competitors, and market conditions.

Key Skills and Experience

- Understand financial and sales administrative processes & procedures.
- Have a strong attention to detail.
- Strong communication and interpersonal skills.

- Knowledge and experience of Microsoft packages, including PowerPoint, Word and Excel.
- Be very good at prioritisation of skills and time management to balance key priorities.
- 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.
- Strive to be a key part of a team and help drive forward the Sales Support team.
- Be energetic, determined, positive, goal focussed and consistent - even under pressure.
- Be reliable.
- Be able to build trust and demonstrates integrity in all circumstances.
- Have previous experience of reporting.
- Have practical experience of CRM Database software.
- Have effective prioritisation skills.

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, 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.
- Various Support Hubs including Women's, Men's and Mental Health.
- 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.