



JOB DESCRIPTION

Role: Sales Support Agent
Reporting To: Internal Sales Manager
Location: Derby

Background Information

Griffin Internet is one of the longest established and fastest growing independent Internet Service Providers in the UK.

Due to our growth we need to appoint a Sales Support agent with great communication and organisational skills to assist customers with the provisioning of Griffin products.

This is a great opportunity to get into a fast growing company at the ground floor, working closely with the sales and marketing functions will offer valuable experience for future career growth.

Primary Functions

- Receive inbound calls from customers and internal staff
- Respond to provisioning queries
- Assist with ongoing training of customers and their ability to use Griffin products
- Liaise with suppliers to resolve provisioning problems
- Assist with the management of order processes and reporting for the sales team
- Respond promptly to customers and any external requests
- Support the external sales team and their partners to ensure service is delivered to required level
- Liaise internally with software engineers, company fault desk and the accounts department

Secondary Functions

- To support other internal departments and take part in cross-functional teams as required by management
- To aid internal projects to effect continuous improvements in sales process and products

PERSON SPECIFICATION



Role: Sales Support Agent

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• 5 GCSE's at C level or above (including Maths and English)	<ul style="list-style-type: none">• A level• Degree or equivalent
Experience	<ul style="list-style-type: none">• Full training included	<ul style="list-style-type: none">• Data administration
Specialist Skills	<ul style="list-style-type: none">• Microsoft Office• Fully computer literate• Initiative	<ul style="list-style-type: none">• Microsoft Excel to a high level• Previous experience within an ISP environment
Disposition	<ul style="list-style-type: none">• Perfectionist• Resilient• Fanatical attention to detail• Passionate• Ambitious• Punctual	
Circumstances	<ul style="list-style-type: none">• Flexibility to accommodate peaks in workload• Willingness to work outside normal hours in order to complete tasks on time	