

## Overview

# Internal Sales/Order Support

### **JOB PURPOSE:**

The Employee Internal Sales / Order Support (Employee IS/OS) is responsible for maintaining a proactive role towards prospects and (lost) customers to retain existing customers, winning back lost customers and convert prospects into active customers. In addition the Employee IS/OS is responsible for the process in which customer orders are translated into production orders in such way that the related departments are able to start working on their tasks and processes immediately.

### **POSITION IN ORGANIZATION:**

**Internal Sales/Order Support**

### **REPORTS TO:**

**Sales Director of Apex-KDG**

### **JOB LEVEL / EDUCATION LEVEL:**

**Secondary Vocational level**

### **WAGE GRADING:**

**5-8**

### **RESPONSIBILITIES**

- Being and staying informed and involved of what is going on with (lost) customers and prospects, by adopting an proactive attitude;
- Selling Apex' products and services by approaching (lost) customers and prospect commercially by telephone;
- Commercial support of External Sales;
- Handling the Visual program and the relevant data, supported by Salesforce;
- Handling of the received orders, in order to determine necessary and relevant information about specs, drawing ID's and statements;
- Checking and handling relevant messages considering orders;
- Taking care of complete and relevant data in the orders;
- Combining knowledge and information from Internal Sales and Order Support in such a way that buying signals and customer wishes are commercially converted into actual orders.

## TASKS

- Conversions of leads (from MQL to SQL) and commercial support of our representatives and agents;
- Maintaining a proactive and supporting relationship with representatives;
- Making quotations in accordance with the applicable guidelines;
- Follow-up of quotations, such as calling customers who wanted to make their decision later;
- Negotiate quotes with customers;
- If a quotation has been won, ensure further processing from the Order Support responsibility;
- Entering and maintaining the correct and complete customers information in Salesforce;
- Keeping the Salesforce dashboards up-to-date;
- Follow-up claims (in accordance with the procedures);
- Actively approaching (lost) customers after the last order has been delivered;
- Entering and releasing orders max. 2 working days after receiving all relevant data;
- Creating, completing and adjusting customer orders and working orders;
- Checking required authorizations (price, payment terms, etc.)
- Validating the status of the customer orders and work orders;
- Preparing and sending order confirmations;
- Preparing production papers;
- Collecting all missing or inadequate information in order to obtain all necessary data;
- Staying in contact with involved and relevant departments.

## COMPETENCES

- Customer Orientated (general competence on a general level);
- Focus on quality (general competence on a general level);
- Commercial Skills (job specific on op operational level);
- Planning and organization (job specific on op operational level);
- Good communication skills (job specific on op operational level);
- Ambition (job specific on op operational level),

## JOB REQUIREMENTS (skills & experience)

- Operates and reasons on secondary vocational level;
- Communicates in a professional manner in the Dutch and English languages;
- Is customer -oriented and has a service oriented attitude;
- Has a systematic, accurate and orderly way of working;
- Takes care of a coherent and balanced administration;
- Is result-oriented, independent and shows initiative;
- Has both strong commercial and administrative skills;
- Is proactive and is in a great way committed to the company and customers.

**JOB SPECIES: 1A**