

Sales Executive

Background

Inclusion Expert is a rapidly growing social enterprise that delivers best practice inclusion solutions to teaching staff and schools.

Reports To

The Sales Executive will report to the Director of Communications but also have a close relationship with Daniel Sobel and his PA.

Job Overview

The Sales Executive will be responsible for selling Inclusion Expert's products and services proactively to schools and other potential clients. They will also be responsible for providing high levels of customer service to current and potential users.

Responsibilities and Duties

- Support schools/clients in using IE's online training products.
- Contribute to strategy for successfully on boarding users this could involve engaging product presentations for customers.
- Manage the process for onboarding users - this will involve setting clients up with logins and basic troubleshooting.
- Being the first point of call for sales interest that comes through the website, email, phone and social media.
- Respond within four hours to information requests regarding sales.
- Ensuring that you know accurate information about IE's products and services to be able to communicate it well to schools/clients.
- Database inputs, management and basic analysis.
- LinkedIn data analysis, segmentation and sales strategy.
- Proactively responding to warm leads.
- Proactively calling warm leads such as past clients to explain new products that might be of interest.
- Report on client product and services feedback.
- Research and cold calling for specific targeted projects.
- Presentation of online training to current and potential clients.
- Monitor user engagement with online products.
- Promote better engagement through phone calls and emails as necessary.
- Help establish best practise sales funnel.

Previous Experience/Qualifications for the role

- Excellent communicator with a can-do attitude
- Previous experience of customer service, sales and database management
- Experience within the education sector is desirable
- Technology savvy with a desire to be part of an exciting social enterprise
- Ability to work independently and as part of a team