

## JOB SPECIFICATION

<b>Job Title</b>	<b>Internal Sales Coordinator</b>
Department	Sales
Reporting To (Including job title)	Fenton Mann, Technical Sales Manager
Salary estimate (if known)	Dependant on experience
Job requirement	Full-time: 37.5 hours per week Core hours: 8am to 5.30pm Monday to Thursday, 8am to 4.30pm Friday

### Introduction

Photek Ltd is a privately owned company located in East Sussex currently employing just over 60 people. Our core business is design and manufacture of specialised imaging detectors and systems covering a diverse range of industries from aerospace to biomedical. Applications for such detectors include the detection of single photons and ultrafast cameras capable of sub-nanosecond exposure times.

Photek Ltd. is part of Tibidabo Scientific Industries Ltd., a global leader of highly differentiated technologies in scientific and medical research, life sciences, agriculture, recycling, aerospace, defence and security, and industrial markets.

### Job Summary

We are seeking a dynamic and highly organized Internal Sales Coordinator to strengthen and streamline our internal sales operations. Working closely with the Technical Sales Manager, Sales Engineer, and Customer Service Coordinator, this role focuses on managing and qualifying leads and opportunities in Salesforce CRM, handling customer correspondence, maintaining an accurate pipeline, and ensuring smooth communication between Sales and other departments. Additionally, the role involves managing customer support and technical queries, assisting with sales administration, and contributing to the efficiency of the overall sales process.

### Key areas of responsibility

#### Lead Management and Qualification

- Monitor and manage incoming sales leads, ensuring they are accurately logged, qualified, and followed up promptly.
- Research and analyse leads to determine their potential value and align them with appropriate opportunities.
- Support the Technical Sales Manager and Sales Engineer in prioritising high-potential leads by engaging with the appropriate department and/or resources.

#### Customer Support and Technical Queries

- Act as an initial point of contact for customer enquiries, ensuring questions and issues are directed to the appropriate team members.
- Log, track, and coordinate the resolution of technical support queries, collaborating with engineering or technical staff as needed.
- Ensure regular updates are provided to customers regarding their support cases.

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### Pipeline Management and CRM Oversight

- Maintain and update Salesforce CRM to provide accurate visibility into the sales pipeline, lead progress, and customer interactions.
- Generate regular reports on pipeline activity, lead conversion rates, and other key performance metrics for internal use.
- Work with the team to identify and suggest solutions for improvement.

### Sales Support and Coordination

- Prepare quotations, proposals, and other customer-facing documentation in collaboration with the Technical Sales Manager and Sales Engineer.
- Coordinate customer updates and communications, ensuring clarity and timeliness, in collaboration with the Customer Service Coordinator.
- Schedule and organise meetings with customers and ensure relevant departments are involved.
- Assist with the application process for Export Licences and ensure that current regulatory frameworks are being correctly followed.

### Cross-Functional Collaboration

- Liaise with the Customer Service Coordinator and relevant departments to align customer communication and ensure a seamless sales experience for customers.
- Collaborate with the R&D and/or Engineering teams to gather technical information for customer enquiries and proposals.
- Assist in coordinating product demonstrations, webinars, and other promotional activities.

### Person Specification

Factor	Essential	Desirable
<u>Qualifications</u> <ul style="list-style-type: none"> <li>• A-Level (or equivalent) qualifications or above in English and Maths</li> <li>• A-Level (or equivalent) or above in a technical, or scientific, subject</li> </ul>	X	X
<u>Experience</u> <ul style="list-style-type: none"> <li>• Experience in technical industries such as scientific instrumentation, aerospace, or biomedical technologies.</li> </ul>		X
<u>Knowledge</u> <ul style="list-style-type: none"> <li>• Proficiency with CRM systems, with Salesforce experience highly desirable</li> <li>• Microsoft Office proficiency</li> </ul>	X X	
<u>Skills &amp; Abilities</u> <ul style="list-style-type: none"> <li>• Proven experience in sales coordination, lead management, or customer-facing roles.</li> <li>• Results-driven and self-motivated</li> <li>• Excellent organisational skills, with the ability to manage multiple tasks and priorities.</li> <li>• Strong communication skills, both written and verbal, with a customer-first approach.</li> <li>• Ability to work collaboratively across departments.</li> <li>• Enthusiasm for learning and improving processes to drive sales efficiency.</li> </ul>	X X X X X X	