

## Job specification – Sales Support Executive

Location: **Manchester**  
Reports to: **Business Sales Manager**  
Date published: **19/02/2017**

### About the role

We are seeking a talented Sales Support Executive who will be responsible for the smooth progression of sales opportunities through the award winning plan.com portal. You will liaise with our partners on all quote related matters and will need to be self-motivated and service driven to support the partners in the timely conclusion of their orders from order to connection.

You will also liaise with internal departments and sales colleagues on a daily basis and be responsible for consistent feedback on improvements to the efficiency and effectiveness of our partners quotes and our processes. The right candidate will have the opportunity to progress within the company's dynamic sales team.

### Main duties and responsibilities

#### Quote / order administration

- Progressing orders through to conclusion post sales confirmation
- Checking accuracy and completion of all information prior to progressing to completion

#### Quality

- Remaining within key 'right first time' measurements
- Achieving all SLAs around quote progression / submission

#### Activity & Communication

- Liaise with partners, sales or other plan.com departments as required post sale for specific quotes to achieve maximum opportunity conversion
- Timely response to partner or colleague queries or requests for information
- To develop and own any required relationships between relevant partner contacts and internal resources (i.e. Marketing, Underwriting, Deals etc.)
- Ensure that administration and associated tasks are carried out to achieve the company objectives
- Play an active role in feedback for future portal processing evolution
- Keep accurate comprehensive quote notes within the portal throughout all additional interactions

The content of this job spec may change alongside the key performance objectives of the role if priorities of the business change.



### About plan.com

plan.com is the UK's fastest growing business communications provider.

We're technology-led and invest heavily in our award-winning online portal, which our partners use to generate quotes, close deals and manage customers.

Thanks to our portal, we've torn up the rulebook and changed the industry. It gives our partners unprecedented levels of flexibility and control, helping them to open and close deals, as well as deliver exceptional service even when they're away from their desks.

Along with our outstanding customer service and impressive commercials, it's the reason we're number one.

### Got what it takes?

Drop us an email using the address below. You can use this address to apply for the position or to ask any questions you may have.

If you're applying for the role, we'd appreciate a cover letter (keep it under a printed page), an up-to-date CV, and any additional relevant materials such as a portfolio for creative work.

[jobs@plan.com](mailto:jobs@plan.com)

## Main duties and responsibilities (cont.)

### Key skills/attributes

- Strong communication skills; both verbal and written. Clear and concise when communicating with both colleagues and partners
- Ability to build rapport and maintain strong relationships
- Proactive individual with a professional outlook
- Dedication to deliver and meet team and business objectives
- Results-orientated with the ability to balancing other business considerations
- Work efficiently and effectively, both in a team and as an individual
- Organised and self-motivated

### Key attitude/behaviours

All plan.com employees must present a professional, efficient image at all times and undertake any tasks reasonably requested of them by the company.

We're looking for somebody with:

- A can-do attitude – prepared to 'go the extra mile'
- Lots of energy – a team player who can work off their own initiative
- A heightened sense of urgency
- A curious learner with an interest in professional development
- Actively demonstrate a passion for the business

## What to expect from a career at plan.com

**plan.com** launched in October 2013. We're young, energetic and growing fast, which means we're always on the look-out for people who share our passions, dedication and will grow with us.


We promise that when you start your career with us, you'll never stop learning and you'll never stop being challenged. If you fit the bill, get in contact. We'd love to hear from you.

We work hard but we play harder. Everyone's input counts.

Whether you're an assistant or a director, you know that what you're doing is going to make a difference to the success of the company.

- Private health insurance
- Gym membership scheme
- Personal development and training
- Generous holiday allowance and paid bank holidays
- Extra half day holiday on your birthday every year
- Family friendly with maternity/paternity allowance
- Wide range of social events including legendary Christmas and summer parties
- Excellent exposure in a fast-paced environment whilst being challenged and rewarded

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