

Position: Internal Sales Coordinator

Location: Porthleven, Cornwall

Package: Competitive salary & excellent benefits

The Company

At Flexi-Hex®, our goal is a clear one; to lead a new generation of sustainability within the packaging industry and raise awareness of the environmental threats currently facing our world. Our philosophy is focused around creating efficient and innovative solutions that ultimately help reduce the amount of packaging waste ending up in our world.

The Role

Sales Coordination is a key part of what we do, providing the crucial 'link' between our customers and our internal purchasing, logistics and sales teams. This fast-paced, multi-faceted role will see you handling inbound customer enquiries and processing sales orders from across the globe. In addition, you will assist the sales and management team and generate outbound activity to help develop customer spend and identify new opportunities. This position is wholly office based and focussed upon customer engagement. You will be experienced on understanding customer needs, to ensure opportunities are realised and first-class service is always provided. On this occasion we are ideally seeking to hire someone on a full-time basis, working Monday to Friday, although we could potentially show some flexibility for the right candidate.

Key Duties

- Managing and developing a portfolio of existing accounts, effectively maintaining sales, profitability and customer satisfaction.
- Dealing with and responding to incoming customer queries and providing advice and solutions.
- Managing our phones and sales inbox and directing enquiries to the appropriate departments.

- Undertaking outbound activity to help identify and target new customers and markets.
- Working closely with and supporting the sales team on projects.
- Administration of sales orders and quotations, ensuring customer delivery dates are met, liaising with logistics.
- Full use of internal CRM system and back office systems with good computer skills.
- Closely liaising with internal departments such as management, logistics, finance and procurement.

Key Skills

We know that this role will ideally suit an experienced internal salesperson who can demonstrate a good track-record of success in a similarly fast-paced position. That said, it's often about character and personality. So, if you fancy an interactive and varied role where you can showcase your charisma in charming our customers and you're not afraid to get stuck in, we would love to hear from you. You will need to learn our internal systems (Quickbooks, CRM, Microsoft) but that goes for anyone and we will provide full training. It is however vitally important that you have a first-class telephone manner (friendly and professional) coupled with strong administration skills. It also helps if you are commercially aware and target driven.

To apply, please email careers@flexi-hex.com with your CV and a cover letter explaining why you think you're the right candidate for this role. Please submit by Friday 12 March.