

Job Description

Due to an exciting period of growth an opening for an internal sales specialist has been created to help us deliver our ambitious goals.

As an internal sales specialist, you will be responsible for managing business with your own accounts, developing strategic relationships, following up on leads, and maximising the potential for growth. Based in our head office you will ensure our excellent standards of service are delivered by working cross-departmentally to support all customers and the field-based sales team.

The successful candidate will need to be a team player and a confident communicator, who takes a proactive approach to building relationships and providing customers with the best solutions. Whilst prior commercial experience and/or knowledge of microscopy would be advantageous, we welcome applicants seeking their first step into sales. The role offers an opportunity to build up sales experience and career progression in the future.

The role is office based, however, it is expected to involve occasional travel, with overnight stays, to represent the business at trade shows and/or customer accounts.

Why join CoolLED?

CoolLED designs, manufactures and markets cutting-edge LED illumination systems for microscopy, advancing biomedical research and other high-tech industries. There are many reasons to join the team, and here are just a few...

- **Make a difference:** We are proud of our role as a trusted supplier to leading global brands such as Olympus and Nikon, and also as a pioneer of research into illumination technology in collaboration with leading universities.
- **Team spirit:** Everyone in our team contributes to the success of the company. We are seeking like-minded individuals to join us and enjoy a role that stimulates and is rewarding. Working at CoolLED, you will be a part of a family-style team who often get together for social or charity events.
- **Being greener:** Our technology replaces toxic, energy-hungry mercury-based illumination. This emphasis on sustainability runs through the whole of CoolLED, and you can be part of our constant drive to reduce our environmental impact.

“It’s fascinating to be at the forefront of technology and see how an idea is transformed into a product that brings real-world benefits to some of the most respected scientists around. You feel part of something, and your colleagues will always go out of their way to help you do your bit.” *Dr Isabel Goodhand*

About this role

As an internal sales specialist, you will contribute to our team's success by:

- Managing and developing customer accounts from our office and being a customer advocate within CoolLED.
- Assisting all customers through the organisation by working cross-departmentally to ensure we deliver excellent service.
- Providing technical and administrative backup for field-based team members.
- Assisting the sales and marketing team when required.

It is expected that your time will be equally split between managing your own accounts and providing support to the wider team.

Key responsibilities will include

- Achieving sales targets/objectives.
- Receiving and progressing customer inquiries of a technical and commercial nature, liaising with other departments, to the satisfaction of the customer and within a specified timescale.
- Confidently and proactively contacting customers to provide technical/commercial information, using a variety of communication platforms, including telephone and video calling.
- Maintaining and improving relationships with a variety of stakeholders within customer accounts.
- Handling multiple inquiries and follow-ups at the same time, with differing timescales and resolutions.
- Preparing & presenting sales figures and budgets.
- Acting as a proactive source of information for field-based team members.
- Working in close cooperation with admin and technical support teams to support field-based sales team members and customers.
- Maintaining our customer relationship management (CRM) database.
- Support marketing activities as necessary.
- Deputise for sales and marketing team members as required.

How will you make an impact?

As an internal sales specialist, you will join our dedicated sales team and play a crucial role in contributing to our ambitious growth goals by bridging the gap between the company and our customers. You will be building relationships with a diverse range of people, fostering loyalty and trust, to ensure customer retention and overall satisfaction. Working with our customers you will gain an understanding of their needs and preferences enabling you to guide decisions and uncover business opportunities that contribute and shape our strategies that deliver results.

We think this position will be right for you if...

- You want to develop a career in sales.
- Are an outgoing, and enthusiastic communicator who can easily build rapport and trust with a wide range of people.
- You have a disciplined approach to your work enabling you to multitask, plan and organise your workload to meet deadlines.
- Are self-motivated and driven to succeed and consistently provide a high level of service.
- You enjoy finding creative solutions to solve problems.
- You can work well independently and as part of a successful team.
- You have a resilient and positive attitude.
- You have proficiency in basic computer applications.
- You are educated to a degree level in a relevant subject (e.g. Scientific or Business), this would be advantageous but is not essential.
- You have worked in a similar role and/or have microscopy experience, this would be advantageous but is not essential.

This position is based at our headquarters in Andover. Staff are expected to be willing to travel occasionally as their role requires them.

What CoolLED offers...

"I am able to adapt my chosen working hours around personal commitments and preferences which is so attractive. Being able to work a full week, interact effectively with my colleagues, and have a degree of freedom is fantastic!" Luther Hindley

- A positive and inclusive working environment
- A 37.5-hour working week
- Flexible working hours to optimise your work/life balance
- 25 days personal vacation + 8 statutory bank holidays
- Competitive salary plus a company profitability bonus
- Life Assurance / Death-In-Service benefits
- Contributory pension scheme
- Health Insurance (optional at cost for employee's family)
- Parent company (Judges Scientific PLC) Share Incentive Plan

If you have any questions about this role or would like to apply with your CV/resume and a covering letter, please contact us at jobs@cooled.com

CoolLED's Mission

To contribute to science by developing illumination systems that enable research and provide the technology to improve people's lives.

Our Values

Ambitious



in being the best in our industry in all aspects of the business.

Pioneering



in creating ideas to solve problems.

Fair



respecting the people and environment with/in which we work.

Committed



to adding value in everything we do for the benefit of our customers, staff, shareholders, partners and suppliers.

Supportive



in developing and retaining great people allowing them to play to their strengths.