

## Job Description

**Position:** Sales Support

**Reports to:** Sales Support Manager

### Purpose of the Role

Part of a sales support team to facilitate and regulate the ExCeL Commercial team (C&E and Exhibitions) sales process. There is also a requirement to support the ExCeL Event Services sales process.

---

### Responsibilities

#### 1. Account Management

Provide telephone and client support for ExCeL Sales Managers & Executives to aid in the building of effective client relationships and ensure a consistently high level of customer support, will require an in-depth understanding of key relationships, portfolio and account history.

#### 2. Sales Administration

To facilitate and support the sales process through the preparation, progressing and management of enquiries, orders, quotations and contracts. This role requires strong working relationships with the Finance Dept. to ensure effective debt management and the ability to disseminate key & relevant business information to aid the timely progression of sales opportunities.

#### 3. Adherence to Sales Protocols

Enforcement of the business protocols is a key requirement of this role, ensuring sales activities and service offerings are in line with the governing guidelines and business objectives, the extent of which requires the establishing of strong working relationships with Finance, Event Management, Operations and Marketing.

#### 4. Contract Management

Production of event contracts ensuring accuracy of inclusions in line with the event proposal including effective liaisons with 'accounts receivables' to ensure the management of historic debts. It is the responsibility of sales support to ensure contract and payment receipt prior to event commencement, escalating/managing out any concerns promptly.

#### 5. Space/Calendar Management

Overseeing the deployment of events within the calendar to ensure efficient space usage; minimising wasted/unsaleable opportunities and managing out any potential conflicts in event type/event requirements or cross contamination of event audiences.

---

## **Core Competencies**

**Drive, energy & persistence** - being self-motivated and shows resilience in difficult situations, flexible and accommodating to meet the varying demands of a fast paced sales environment

**Result focus** - works well towards challenging objectives, has high standards for self and others, meets agreed deadlines

**Communications skills** - excellent verbal and written communication skills and ability to glean information on the phone, confident communicating with commercial stakeholders (demonstration business acumen and financial awareness)

## **Work quality - attention to detail**

**Team orientation/ achieving with others** - positively and actively engages with and supports the activities of the team in the achievement of their objectives and freely shares knowledge and information

**Planning and organising** - ability to time manage, ensuring tasks are completed to deadline and to agreed standards

**Interpersonal skills** - demonstrate self-confidence, establishing good relationships and able to be assertive and supportive, acting as an intermediary between Account Manager & Client/ Business & Sales unit

## **Skills and Knowledge:**

Confident/accurate user of databases – able to adapt to new systems quickly

Numerate

Proficient user of the full Microsoft Office suite (Excel to intermediate/advanced level)

Ability to construct reports and analyse data

A project management mentality

A highly organised individual

## **Experience:**

Experience working in a customer service or administration role is essential.

Previous experience of database management is required

Experience working within a sales environment would be advantageous

**In addition to the above you are required to undertake such duties as may reasonably be required of this role. ExCeL London may update this Job Description from time to time in order to reflect changes in business requirements. This procedure will be undertaken through discussions between the job holder and their manager.**

Human Resources

People, development & communication