



Job Description

Job Title:	Sales Co-ordinator
Salary:	£25-35K depending on experience
Hours:	Full-time, 40 hours per week
Location:	Hybrid (3 office, 2 home if required) Swanwick Marina, Southampton

Overview

3R provide an automated back-office platform, 100% funding and recruitment specific support solutions to recruitment agencies. We also support talented recruiters looking to start-up and grow their own recruitment business.

We're looking to increase our client portfolio with a new position in our Sales team. The successful candidate will play a key part in bringing new customers to 3R. The bulk of their time will be engaging with customers and potential customers to understand their needs and assess how 3R can support. They will also work closely with both the Marketing and Account Management functions in the business and be an important person to help us deliver our growth strategy.

Role Description

Primarily, you'll provide proactive support to the Sales team and sales process to achieve our growth targets.

You will be supporting 3R's growth by qualifying inbound leads, creating sales proposals, managing contact with our pipeline and co-ordinating diaries. The role will involve extensive verbal and written contact with customers and prospects.

All the while, you'll be proactively developing value adding relationships with both internal stakeholders and customers.

You will be required to gain trust, identify opportunities and build rapport quickly with inbound leads.

Responsibilities

These are the responsibilities, requirements, and accountabilities for this role:

- You will fully understand your clients, their ambitions, their needs, and their future goals.
- You will be the face of 3R to prospective customers and so will be friendly, approachable, and able to question and listen effectively, to achieve positive outcomes.
- Monitoring inbound leads and enquires
- Handling inbound enquiries
- Completing Initial fact-finding calls
- Lead nurture activity
- Pipeline Lifecycle management
- Organisation and diary management
- Creating and sending detailed proposals which are relevant to the needs of the customer
- Co-ordination of customer activities/events/webinars
- Meeting face to face with clients and prospects
- Supporting sales director in building social content
- Supporting partnership activities
- Supporting wider account management with onboarding activities
- Whilst always being prepared to go the extra mile for customers, at times you must also be diplomatic and manage expectations to achieve satisfactory conclusions.
- We have many partner relationships with complementary products and services across the recruitment industry. You will develop an understanding of other essential software, advertising and advisory services and help support customers in building robust, integrated, efficient, and best-value processes.
- Social media is key to our ongoing growth and development. You will be proactive on social media channels (particularly LinkedIn), engaging, contributing, and providing opinion with customers, partners, industry leaders and influencers.
- Your ultimate objective will always be focused on delivering the best possible customer experience leading to a long-term growing relationship with 3R.

Person Specification

Knowledge, Skills & Experience

- You'll possess excellent face-to-face, telephone and email communication skills
- Curiosity and positivity will be key to you – you'll have an ability to seek out and nurture opportunities.
- You are organised and methodical and can effectively manage enquires and the sales pipeline.
- You have exceptional relationship building skills – you have an ability to communicate effectively with a variety of stakeholders and different personalities.
- You'll be a self starter, who will proactively take the lead and use initiative as required.
- You'll be efficient in using MSO products such as PPT, Word and Excel.
- Experienced at identifying potential 'blockers' and co-ordinating with wider team/s and to find solutions.
- You are likely to have recruitment experience, or at least a firm understanding of recruitment processes and practices.
- Ideally, you'll be proficient in HubSpot CRM or familiar with CRM systems that manage client communications, sales pipelines, contact strategies and social posting.
- You have an ability to, and willingness to learn technical aspects of how our CRM and back Office digital platforms operate for recruiters, end clients and candidates.
- You'll progress to be able to deliver platform demos to a high standard and showcase 3R systems and processes to prospective customers.

Qualifications

- More than specific qualifications, for us it's all about experience in a similar role, environment and industry
- We also hire based on cultural fit as you'll be a core member of our team