

Inbound Enquiries Team Leader

Location: Alfreton Office

Salary: Competitive, DOE + **Bonus**

Contract: Full time, Permanent

Benefits: 23 days holiday (plus statutory), Auto enrol pension scheme, Life insurance cover, Profit Related Pay, free on-site car park, Employee Assistance Programme, Full Training provided

What we do

We adapt cars so that people with mobility issues can get themselves and their mobility devices into and out of their car. We enable people to maintain their independence and the use of their car.

Our products are genuinely liberating and transformative for their users, which is why 94% of our customers would recommend us to their friends.

Due to continued business growth, we have requirement for an Inbound Enquiries Team Leader to join the Sales and Marketing Team here in Alfreton.

The Role:

- Support to the Head of Business Development and the field team
- Lead the internal teams to meet and exceed targets, setting clear targets and performance expectations
- Support and assist the inbound central enquiry, live chat and online product demonstration teams
- Support recruitment, training and development of the team
- Conduct the full performance management cycle
- Set and track sales targets in conjunction with the business objectives
- Monitor sales procedures and ensure records are comprehensively administered
- Pro-actively communicate sales enquiry opportunities to the Head of Business Development

In order to be successful you must have:

- 3 Years + experience in a similar role
- Familiar with MRP systems
- Technically minded
- Competent in the use of MS Office Suite
- An active interest in the automotive arena
- A good motivator with excellent communication and interpersonal skills
- Accurate with good attention to detail
- Problem solving skills
- Good time management skills

This is a great opportunity for someone with enthusiasm, and a genuine desire to succeed, whilst working in an extremely rewarding industry within a caring business!