
Internal Sales Support - Instrumentation

About ION Science Ltd:

ION Science has over 37 years of industry experience designing, manufacturing, and supplying PID gas sensors, gas detection instruments and leak detectors for a wide range of industries and applications. We are an unrivalled worldwide gas and leak detection company, with a team of workers who strive to deliver exceptional product quality and customer satisfaction. In 2022 ION Science were awarded the Queen's award for Enterprise for MiniPID Sensors. This is a fantastic opportunity to join our dynamic and growing team and be part of a well-recognised brand associated with quality.

MAIN PURPOSE OF JOB:

The main purpose of the role is to support the internal and external sales activities for ION Science's Instrumentation team. To achieve this, the successful candidate will cover a wide range of administrative duties to not only support the sales team's daily activities, but also those of the wider Commercial team (including, but not limited to order management, product management, and technical support) to help deliver profitable growth for ION Science's Instrumentation business.

JOB ROLE:

Reporting to the Head of Instrumentation, the role of 'Inside Sales Support – Instrumentation' is responsible for supporting sales and commercial related activities of ION Science's innovative range of personal, portable and fixed gas detection instruments via distribution and directly to end users.

- Act as the first point of contact for new sales enquiries
- Manage and support existing customer requests and relationships.
- Manage and own the internal CRM system.
- Support live sales enquiries with guidance from ION Science instrument sales team.
- Distribute sales enquiries to the relevant sales channels.
- Support daily activities of the ION Science Instrumentation sales team.

The role will also include:

- Working with the wider ION Science commercial team to ensure our customers receive excellent customer service and support
- Gathering market intelligence and feeding it into the business.
- Supporting order management with raising of Sales Quotes and Sales Orders.
- Support product management with general tasks.
- Support technical support with general tasks.
- Support with hosting ION Science customers and visitors
- Providing administrative support to the wider Commercial team



SKILLS/EXPERIENCE:

Required:

- Highly energetic, proactive, and motivated person.
- Strong communications skills and able to convey complex technical topics with simplicity, both verbally and in written form.
- Excellent interpersonal skills with the ability to build relationships
- Excellent problem-solving skills.
- Able to work collaboratively within a team.

Ideally candidates will have as many of the following skills and experience as possible:

- >2 years sales experience or customer service experience.
- Experience of using CRM Systems, ideally HubSpot.
- Experience with test or measurement devices.

BENEFITS:

- 25 days annual leave + Bank Holidays (annual holiday increasing with service)
- Excellent employer pension contributions of 8% after probation
- Life Assurance of 4 times of pensionable salary
- In-house training
- Discretionary Annual Bonus
- On site shower & changing facilities
- Long term service awards
- Monthly lunch & drinks laid on by the company
- Sick Pay
- Christmas party
- On-site parking
- Private Medical with AXA
- Bike Purchase Scheme
- Car share scheme
- Early finish on Fridays

WORKING PATTERN:

- Monday to Thursday: 08:30 – 17:00
- Friday: 08:30 –15:45
- Immediate start available
- Full time – Permanent position



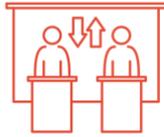
LOCATION:

This role is based at the ION Science head office, located in Fowlmere, 10 miles south of Cambridge. The role is required for you to be on site.

Our Core Values:



Fun



Embrace change



Respectful



Responsive



Challenge the status QUO



Committed

See what our employees have to say about working at ION: <https://ionscience.com/en/careers/>

Due to the high volume of CVs we receive, it might not be possible to provide feedback to all applicants. If you are successful, we will be in touch to arrange a call with our recruitment manager.