

## SALES SUPPORT EXECUTIVE

### ROLE

The successful candidate will manage the tender response administration process for new customers and our renewal pipeline through Third Party Intermediates (TPIs) and directly. They will support the Account Managers by managing the TPI relationship to optimise the tender volume and conversion rates. They will also fully understand the tender requirements and ensure our response meets expectations.

### KEY RESPONSIBILITIES...

- Manage the tender response administration process for the TPI and Direct sales channel, ensuring all are accurately logged in line with KPIs.
- Liaise with the Commercial and Operations Departments, as well as TPIs and Account Managers, on tender & contract queries, including any anomalies in tender data.
- Ensure all tracking systems are kept up to date and are as accurate as possible.
- Create and send out contract offers to the TPI, Account Manager and/or BDM. Where necessary support the Account Manager in obtaining price feedback.
- Answer incoming calls coming through the Sales Line, managing any queries or complaints.

### EXPERIENCE...

#### ESSENTIAL

- Experience in a customer-facing role
- Attention to detail and accuracy of numerical data.
- Excellent IT skills across the range of Windows packages.

#### DESIRABLE

- B2B Account Management and/or Business Development experience.
- Understanding of fixed electricity supply contracts and tender process.

### THINK YOU'VE GOT WHAT IT TAKES?



Contact us at [careers@brytenergy.co.uk](mailto:careers@brytenergy.co.uk)

