

Sales Support Coordinator

Job Specification

**About the role:**

Academia sales support have more than a few strings to their bow. Aside from being flawless multi-taskers, they are admin experts. It’s about so much more than spreadsheets, phone calls and meetings….

We believe that a good business is only as strong as its customer relationships.

A good customer relationship is when the customer has a consistent customer experience every time they interact, leaving them with a long-lasting positive impression. In a good customer relationship, there is mutual regard, trust and understanding between the customers and Academia.

That is why the best SS don’t just manage inbound quotes, orders, general enquires, they build a relationship that puts the customer at the core of everything they do.

At Academia, we believe in creating value for our customers, to earn their lifetime loyalty. Handling expectations is where our SS shine, they see issues coming before they arrive and keep the customer in the loop - reacting in a timely manner to customer queries and issues to build rapport and develop relationships.

From picking up the phone instead of emailing to networking with authenticity, these Academia all-stars tighten the bond between the business and customer.

Academia SS are the trusted advisors, both externally to our customers and internally, to the account management team.

Academia SS are equipped to manage the buzz and fast pace that modern business is all about. Being responsible for more than just the profitability of an account. A great SS knows how to get the best from the wider Academia team.

Awesome SS use the full range of tools and support available, recognising that collaboration and teamwork can transform customer relationships, and grow business.

**Accelerate your career in IT sales:**

The Sales Support role is ideal for an individual wanting to progress a career in IT sales, allowing you to work alongside a experienced team of Account Managers.

A detailed training, succession and development plan will be provided to signpost your career path.

**Responsibilities:**

As a Sales Support you will be responsible for developing long-term relationships with the sales team and existing customers and supporting the sales team with general business admin activities.

Reporting to the Sales Operations Manager, a potential candidate will be expected to achieve agreed performance measures.

* Day to day support of inbound requests, responding to customer queries in a timely manner, building rapport and developing strong internal and customer relationships.
* Meet and exceed key performance indicators - TBA
* Provide feedback and MI for the Commercial Managers
* Answering of inbound phone calls and responding to email enquiries
* Creation of accurate quotes and orders in a timely manner
* Customer interaction and sales quote follow ups (via email/phone)
* Accurate record keeping of all customer contact information within CRM
* Interacting with key vendors to complete deal registrations
* Attend weekly meetings with line manager to discuss the potential daily and weekly activity
* Prepare customer reports to support quarterly business reviews with Senior Account Managers

# **Key Skills:**

* An understanding of the reseller market and a good general knowledge of IT within the Education, Commercial and or Public Sector.
* Detail-oriented and organised.
* Highly motivated and enjoy a fast-paced environment.
* Have an ability to work independently, autonomously and take initiative.
* Can multi-task, pro-actively managing various issues.
* Possess superb time management skills.
* Excellent written and verbal communication skills.
* Can demonstrate drive and ambition.

# **Why Academia?**

Academia is an innovative and rapidly expanding technology company on a mission to transform IT services for large public and private sector customers. We are not just a supplier; we are a trusted partner for thousands of clients.

Our ethos is simple, if we can provide great technology and make it work, we will empower our customers to optimise their investment in technology. Your IT success is our business.  
   
Building a strong reputation over 20 years as a top-tier provider of IT solutions and services, the company has sustained double-digit growth, with revenues exceeding £150 million in FY24. We have picked up prestigious industry awards along the way, including the highly prized CRN reseller of the year award.

Backed by Strive Capital, which has provided strong financial and strategic support since 2020, Academia is well-equipped to continue expanding into new areas. Our dedicated lifecycle division, launched to meet the growing demand for sustainable IT solutions, reinforces our commitment to reducing environmental impact while supporting the full lifecycle of our technology.

Our culture is built on teamwork, innovation, integrity, ambition, and a commitment to delivering excellent customer service. With ambitious growth plans and a supportive, collaborative environment, Academia is a fantastic place for professionals eager to make an impact. Join us and become part of one of the UK’s most exciting tech success stories.

For more information on opportunities with Academia, visit our website: [www.Academia.co.uk/](https://www.academia.co.uk/) Careers

# **Benefits**

* Gym membership contribution
* Health Cash Plan
* Increased annual leave with length of service
* Length of service bonus
* Free annual leave on your birthday
* Free Will Writing service
* Borrow my doggie membership
* Life Insurance
* And much more