

# Sales Support Specialist

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## Job Description

<b>Job Title</b>	Sales Support Specialist
<b>Department</b>	Sales Support, UK Sales
<b>Location</b>	Newbury

## The Company

Nuvias UC is a leading Unified Communications & Collaboration solutions and technology enabler with more than 12 years' in-depth experience in the market. Our rapid development over the past decade has been recognised with various industry awards, including the prestigious Deloitte's UK Technology Fast 50 and EMEA Technology Fast 500. With headquarters in the UK, Nuvias UC also has an established presence in Benelux and France and is continuing to grow across Europe.

Our mission, as Europe's fastest growing distributor of innovative unified communications, collaboration, and cloud solutions, is to make it easy for partners to meet the needs of their customers by enabling the onboarding, deployment, and support of products, services, and solutions on behalf of top-class vendors.

We continually look for new solutions to help our partners grow, and our success is built on our key philosophy of 'Innovate – Enable – Support', underpinned by very strong technical expertise.

Nuvias UC was originally founded in 2009 as Siphon Networks and was acquired in 2016 by the Nuvias Group. In 2020, Nuvias UC launched its cloud division, **Konekt**, which sets new standards in cloud services, enabling our cloud-focused partners to drive their businesses forward.

## The Team

The Sales Support team provides a range of key support services which underpin the Nuvias UC business across all regions. The team provides services to all sales, business development and renewals departments across the company, enabling these teams to focus on direct customer engagement and activity whilst ensuring all customer queries and quotation requests are handled effectively. This includes the proactive handling of inbound requests from customers via email or phone, as well as request from internal teams. The role also involves managing various back-office processes related to customer orders and loans.

## The Role

The Sales Support Specialist will support Account Managers within the team, with a specific focus on Zoom, to deliver the best customer service experience, for both existing customers and all inbound enquiries. We require an individual who thrives within a fast-paced environment who would be able to work within a team and on their own. You must be hardworking and trustworthy, time oriented with great attention to detail, and must have good math's skills and a knowledge of Microsoft Office.

## Job Specification

### Day to day you will:

- ✚ Manage and respond to all inbound emails from Sales covering any allocated accounts and basic estimates
- ✚ Take general telephone enquiries in a professional manner, qualifying the customer's requirements and opportunities presented
- ✚ Qualify any new leads on existing accounts and pass back to the allocated Account Manager
- ✚ Take full ownership when requested on general account duties to support the sales team
- ✚ Work closely with various teams including Customer Services, Purchasing and Vendor Operations teams to make sure all back orders are managed in their entirety
- ✚ Proactively working with the inhouse renewals team to close service renewals

### We're looking for someone that:

- ✚ Thrives in a fast-paced environment, with the ability to prioritise workload
- ✚ Has a good working knowledge of Excel and is a quick learner
- ✚ Is diligent and takes pride in their work
- ✚ Works well within a team, but can also demonstrate initiative and work well independently

### Here's what you'll get back:

- ✚ A job with excellent prospects in one of the fastest growing companies of its kind.
- ✚ The reward of working with exciting vendors who offer great margin potential in growth sectors.
- ✚ Training and certification on technology & vendor systems as necessary.
- ✚ A relaxed and fun, collaborative team working environment.
- ✚ Fantastic company benefits incl. Pension scheme, private healthcare, a day-off on your Birthday! Cycle to work & Tech schemes, perkbox membership with discounts, childcare vouchers, free fruit and refreshments, modern offices with free parking, staff organised charity events, kick-off's... and much more!