



# Job Specification

## THE ROLE

To support the PALLITE® sales team in the handling and processing of PIX® enquiries to win new business.

## MAIN DUTIES & RESPONSIBILITIES

- Undertake follow-up activities arising from incoming enquiries.
- Prepare proposals and be responsible for costings.
- Use CRM (Salesforce) to log actions and plan next steps.
- Assist the customer services team with enquiries, orders, and logistics arrangements.
- Support Sales Team with written proposals and quotations
- Carry out research on potential new customers and markets.
- Liaise with Quality Manager to ensure satisfactory and timely response to customer complaints.
- Assist in the organisation of UK trade exhibitions and events.
- Attend trade shows and events in UK.
- Provide ad hoc support to sales team as required.

## EXPERIENCE & QUALIFICATIONS

- Minimum 2-years' experience in a customer-facing role.
- Business or sales related higher education desirable.

## MAIN SKILLS & CHARACTERISTICS

- Excellent written communications skills
- Customer focused, with strong listening and presentation skills.
- Ability to multi-task, prioritise, and manage time effectively.
- Numerate with good attention to detail.
- Competent in the use of MS Office, Outlook, Intermediate Excel, Word and Powerpoint
- Proficient at researching and collating relevant information on a diverse range of topics.
- Personable with ability to build strong relationships.
- Adaptable so able to learn quickly and take on new responsibilities.
- CRM experience would be an advantage, particularly Salesforce, but can be developed in role.

## ADDITIONAL INFORMATION

- Sound commercial acumen
- Excellent team player with “can do” attitude and strong work ethic.
- The needs of the business may require work outside of the normal working hours from time-to-time.
- While predominantly based at our site in Wellingborough, some UK travel may be required.

If you would like to find out more, please send a CV and covering letter to [careers@pallite.co.uk](mailto:careers@pallite.co.uk)

## POSITION:

Sales Support Executive

## JOB CATEGORY:

Sales

## HOURS:

8:45am – 4:45pm

Monday to Friday

## LOCATION:

Wellingborough  
(preferable)

## POSITION TYPE:

Full time, permanent

## TRAVEL REQUIRED:

Occasional, UK

## REPORTING TO:

Innovation Director

## SALARY:

£23,000 - £27,000 pa

## HOLIDAYS:

25 days plus statutory  
public holidays

**PALLITE**  
THE ALTERNATIVE