



## Job Description

Job Title: Sales Coordinator (Maternity Cover)  
Location: Great Malvern, Worcestershire (minimum 2 days in the office)  
Reporting to: AT Team - Lead  
Contract: 12 months FTC, 37.5 hours per week

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### The Company

Smartbox creates technology that gives a voice to people that don't have speech. Our products include a combination of specialist hardware, software, and content and are used by people with disabilities across the world.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people that use our technology.

At Smartbox we believe everyone has the right to a voice. This is what the company was founded upon nearly 20 years ago and remains true today. Our users represent a diverse community of individuals and we want to support them by promoting an inclusive culture within our team.

The Smartbox Head Office is in Malvern, Worcestershire. We have a second major office in Bristol and a smaller one in Pennsylvania, US

### The Job

We are looking to find a Sales Coordinator in our Assistive Technology Team. This is a highly skilled team of Assistive Technology Specialists that work hard to match our service users with the right product for their needs.

We are passionate about user success and are always striving to achieve this. We need your help to continue to do this for more people.

We are looking for an individual who is enthusiastic about helping people. The role will involve providing excellent product information, sign posting people to funding routes or associated charities, and reporting for the Sales team as well as lead generation and follow-up.

Duties will include:

- Assist with the organisation of sales activities and pro-actively follow up leads
- Manage incoming visit requests ensuring the CRM is updated with customer details and visit requests are assigned to the relevant Assistive Technology Specialist
- Lead on coordination of events and exhibitions for the team liaising closely with marketing
- Pro-actively build strong relationships with our customers
- Liaise regularly with key account holders and specialist services as required
- Manage the loan bank for UK customers and coordinate the loans alongside the Assistive Technology Specialist

# Smartbox

- Gather and review feedback from customers around loans to enable continued improvement of the process
- Provide reports to assist team leaders with monthly reporting
- Keep sales data up to date and share with the team on a weekly basis to provide clear insight into progress against targets
- Lead on the development of data around funding for UK and Ireland markets. Building relationships with key stakeholders from charities and other funding organisations
- Be able to signpost the team and customers to relevant funding organisations in their area as appropriate
- Prioritise and manage workload in alignment with your personal objectives and company goals

*The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.*

## Essential skills/attributes

- Proven experience in Sales or as a Sales Coordinator
- Strong organisational skills.
- Ability to work both independently and as part of a team.
- Flexible approach to work with a willingness to perform a variety of sales related tasks
- Experience in negotiating and influencing
- Ability to prioritise effectively
- Ability to interpret sales data
- Experience in working with a CRM

## Useful skills/attributes

- Intermediate Microsoft excel and Microsoft teams

## Rewards and benefits

Smartbox offers comprehensive benefits including:

- Company Pension
- Group Life Assurance
- Income Protection together
- Private Medical Insurance
- 25 days holiday plus public holidays
- Onsite parking
- Charity Day
- Laptop provided
- Flexible working
- Cycle scheme
- Long service award for additional leave
- Continued learning opportunities and training provided
- We are passionate about our people and offer many social events including a family weekend away, social outings and a Christmas party each year



*\*\*\*We welcome applications from all communities and those from diverse backgrounds and groups.\*\*\**

*\*\*\*Please outline your experience and ability to excel in this role within your covering letter.\*\*\**