

**JOB DESCRIPTION**  
**Internal Sales**

**Fortus** is Europe's fastest growing Security & Fire Distributor, trading across the UK & Ireland within key industry verticals of CCTV, Intruder, Access, and Fire products. We have a 14-branch network across UK & Ireland and are the only distribution Company in the sector to offer a complete "end-to-end" security solution including **RE:SURE** CCTV monitoring. In 2022, **SSP** - Suppliers of high-quality Access Control and Gate Automation products - became part of the **Fortus Group**.

We are currently looking to expand our Internal Sales Team at Letchworth. This team manages some of our most established accounts whilst also actively growing new business. Your primary focus will be to maintain and exceed sales targets, build, and maintain great customer relationships. The job is a varied role and requires the successful candidate to be versatile and motivated, with a can-do attitude.

**The Role & Key Responsibilities:**

- **Sales Focus:** with a natural drive for sales combined with your experience to date you will be confident discussing competitive quotes and prices, following up leads to meet and exceed targets.
- **Account Management:** You start your day picking up any queries from the team inbox following up and contacting your customers/ internal stakeholders to close sales opportunities successfully. You proactively keep in touch and future proof your customer accounts discussing incoming new products and pricing opportunities.
- **Customer Service:** you understand and deliver great customer service ensuring that your customer queries are up to date, issues are resolved promptly and successfully with your high level of professionalism.
- **Processing Orders & Payments:** You have a keen eye for detail and ensure that all orders have correct pricing and product codes before processing and taking payment by card / account as necessary. You oversee your orders allocating stock as soon as it becomes available keeping customers updated.
- **Onboarding new customers:** New customers will either call or email, you will support them with the online forms and queries and then pass onto the relevant team.
- **Be part of the Team:** you will work closely with all members of the Internal Sales Team, supporting them with customer or supplier queries and keep your sales account activities up to date.

**Skills and Qualifications****Knowledge, Skills & Experience Required:****Essential**

- Minimum of two years in an Account Management/ Sales role managing multiple accounts.
- Passionate about Sales and Customer Service.
- Excellent professional phone manner.
- Strong Microsoft skills including Outlook and Excel.
- Strong communication skills (fluent in English) – verbal and written.



- Good problem-solving capability and confidence to react promptly to deliver the best service possible.
- Excellent attention to detail, including spelling and grammar.
- High level of time management and prioritisation skills, ability to handle tasks with competing priorities successfully.
- Uses initiative and works well under pressure / to deadlines.

#### **Desired**

- Previous experience working for a distributor or retailer with a complex range of tangible products.
- Previous experience working in multi-site environment.
- An interest or aptitude for learning product codes and familiar with technology

#### **What we can offer you:**

This is a permanent full-time role. You will be working in the Letchworth office 09:00 – 5:30pm Monday to Friday.

- Competitive Salary
- 20 days annual leave plus bank holidays
- Auto-enrolment pension scheme
- On-site parking

**No Agencies Please** - We thank you for your interest in working with Fortus, however, we will not pay fees or acknowledge any CV's supplied to Fortus unless you have been briefed on the role by our HR Team.