



## Job Description – Technical Sales (Internal)

### Overview

Industrial Trading Solutions was formed in 2002 from a core of Alfa Laval people, to take over the distribution of Alfa Laval Flow Equipment (including pumps, tank equipment and valves) and to service the Dairy, Food, Brewery, Soft Drink, Biopharma and Pharmaceutical Industries as the Principal Alfa Laval UK Distributor.

Now selling other top brands alongside Alfa Laval into the hygienic process industry, including Daniatech, Eilersen, HiFlux, Bornemann and Mouvex, at competitive prices, we distribute with 'next day' service from a 'local' UK stock facility in the Midlands or 24 hour direct on-line delivery from the Alfa Laval European Central Distribution Centre in Denmark. We also provide servicing, maintenance and repair services, and supply genuine spares.

### Brief overview of the role

Our business is growing, and we now have another Technical Sales (Internal) opportunity to help ensure customers are serviced effectively. You will be responsible for processing enquiries, follow-ups, pre-qualification, direct purchasing from our suppliers, and order activities, ensuring they are processed and updated onto Constant Contact CRM in a timely manner, alongside related administration duties.

You will be proactive in building great relationships with our customers, be comfortable with cross and up selling relevant products and services, and chase opportunities and leads that present themselves. The ideal candidate will provide and maintain excellent customer service and be comfortable with supporting customers with any technical queries they may have about the products we supply (technical training and required resources will be provided).

### Reporting to

Sales Office Manager

### Location

Working in a friendly, supportive environment, this role is based in Coleshill, Warwickshire with good access via motorway and A-roads for car drivers and public transport users alike.



## Main Responsibilities

- Technical Sales (Technical support, quotations & order processing – Including CRM)
- Pro-active sales, follow-ups, pre-qualifications.
- Answering calls & emails
- Invoicing & purchase invoicing
- General administration and housekeeping
- Picking, packing, and shipping goods and goods inwards bookings where required
- Support stock take on an annual basis.
- Work towards business objectives, KPI's and individual targets.
- Attend training, events & functions when needed.
- Accompany external sales on customer visits as and when required.

## Desired skills, experience, qualifications, and personal qualities:

- Previous internal sales experience essential
- Technical / engineering knowledge desirable, however training will be provided.
- Strong written and verbal communication
- Familiar with Microsoft office package and computer literate
- Strong time management skills and ability to manage competing workloads.
- Excellent attention to detail and methodical approach to ensure accuracy.
- A strong team player with a can-do attitude
- Ability to work independently and to use own initiative.
- Friendly, productive, and self-motivated

## Important Information:

- Salary 20k-30k (DOE)
- Quarterly Incentive Scheme
- Business performance Related Annual Bonus
- 24 Days Holiday + ½ Day Mental Health and Wellbeing initiative
- Onsite Parking
- Working Hours – Mon-Thurs 8:30am-5pm / Fri 8:30am-4:30pm.

**Apply via LinkedIn @ [\(8\) Technical Sales \(Internal\) | Industrial Trading Solutions Ltd | LinkedIn](#),  
or send your CV directly to [liza.lavender@industrialtradingsolutions.com](mailto:liza.lavender@industrialtradingsolutions.com)**