



POSITION: EDUCATION INSIDE SALES ADMINISTRATOR

The Education Inside Sales Administrator (EIS) plays a fundamental role in achieving customer acquisition and revenue growth objectives. The administrator must be comfortable making high volumes of calls/emails/quotes per day, working with Pink Elephant Management, generating interest in the products, qualifying prospects and closing sales.

Responsibilities:

- The primary role for the Education Inside Sales Administrator is to create and send customer training quotations, obtain the necessary booking information and confirm payment thereof. All documents are to be uploaded to Sharepoint and Salesforce.
 - This will be done for:
 - All leads on the Info.africa email inbox
 - All incoming education related sales calls
 - By request from the New Business Development Specialist or Sales Manager
- The EIS Administrator will be expected to contact prospective customers with the ability to explain details of the different courses offered and convince them to buy the products.
- The EIS Administrator will need to understand the customer needs and requirements specifically aligned to Pink Elephant's education portfolio.
- The EIS Administrator should also demonstrate a varied understanding of Pink Elephant's entire portfolio to enable the greater Sales team while making efforts to achieve the overall sales targets
- Close routine education sales and play a role in achieving quotas
- Route qualified opportunities to the appropriate Business Development Specialists via the Sales Manager for further development and closure
- The expectation for EIS Administrators is to provide rapid/same business day response to all clients; accurate assistance.
- The EIA Administrator must be comfortable with high volumes of administration through daily sales updates in the CRM system and daily update reports to the Sales Manager on quotes created/deals closed.
- Operate the CRM system (Salesforce) and central repository (Sharepoint) and ensure valid and accurate information is available with the company
- Establish friendly relations with customers and maintain ongoing relations with the customers/ procurement customer teams / Training Facilitators
- They manage a database of potential customers and contact them regularly
- They note down the suggestions and complaints made by the customers and report them to the Sales Manager and Education Manager for future improvements
- Research the market for new competitive products introduced and the marketing strategies adopted by competitors
- This is a dual role to the Sales Bid Administrator role.

Key abilities Required:

- Proven inside sales experience
- Track record of over-achieving quota
- Strong phone presence and experience dialing dozens of calls per day
- Proficient with corporate products
- Experience working with Salesforce.com or similar CRM
- Excellent English verbal and written communications skills
- Strong listening skills
- Ability to multi-task, prioritize, and manage time effectively
- Own transport essential