

## Customer Relations and Sales Support Apprenticeship

You will be responsible for maintaining strong, personal relationships with clients, customers, and suppliers alike, of Ascot International (1996) Ltd market within UK & Europe.

Candidates' main role will be to identify and work towards agreed customer focused initiatives. Responsible for **identifying key metrics** and reporting this information back to the relevant sales representative. You will be working with existing customer accounts to **develop and plan strategies** for the company's growth.



### Key Responsibilities &

#### Outcomes:

- ✓ Work alongside sales team to aid their customers providing essential information, administration and communication.
- ✓ Maintain and grow relations with existing customers and create plans to develop our business with them
- ✓ Maintain relations with existing suppliers to ensure we have strong partnerships in place for key materials
- ✓ Conduct customer and supplier feedback surveys/questionnaires and report this information back to management
- ✓ Use the reporting system to identify gaps in customers purchase history and use relationship built to establish how we can win this business back
- ✓ Identify what we are doing well and what we can improve upon to offer a better service to our clients and report this to management.

- ✓ Communicate promotional offers to clients via digital marketing and telephone.
- ✓ Monitor inbound customer contact points – telephone, email, web enquiries, live chat, CheMondis, social media etc.
- ✓ Maintaining filing system and document keeping.
- ✓ Reporting all feedback to relevant Sales Rep and maintaining database.
- ✓ Aiding in samples process, picking and dispatching to customers.
- ✓ Greeting visitors and general hosting duties.



### What you'll need –

- ✓ Strong interpersonal and communication skills both written and verbal.
- ✓ Keen eye and attention to detail
- ✓ The ability to think outside of the box on new projects and present confidently to implement to the management team.
- ✓ Outlook & Microsoft Office skills.



## Ascot International (1996) Ltd

Ascot International is coming up to its 30<sup>th</sup> Birthday bringing many exciting opportunities for new business development.

Having just taken on a new adventure of 'Life Science' Structure, we are looking for fun, positive, driven individuals to grow this project and join our journey.

We are proud to be known for our can-do attitude and are rewarded in being our customers 'Go To' Person due to the relationships we build with both them and our suppliers globally.

If you are looking to for a new, stimulating opportunity and personal growth, Ascot is the **Home** for you.

Please send a covering letter and CV to our HR Manager, Roxanne, at [HR@ascot1.com](mailto:HR@ascot1.com).

If selected for further conversations, we will be in touch within 7 days of application.

We look forward to hearing from you.



### Ascot Incentives:

- ✓ **Full-Time:** Permanent (Monday – Friday – 37.5 Hours per Week, 9am-5:30pm)
- ✓ **Location:** Manchester, Stockport/Hyde (Office Based, with potential travel to customers & exhibitions)
- ✓ **Salary:** £12,000 per year
- ✓ **Pension:** Company pension
- ✓ **Healthcare:** Private Health Insurance
- ✓ **Wellness:** Gym Membership
- ✓ **Other:** Employee assistance programme, 24-7 support and advice.

