

## Business Development Coordinator

Reporting to	CEO
Location	No.1 Spinningfields, Manchester
Contract	Permanent
Package	Competitive salary + benefits

### Work with us

At Nomical we pride ourselves on our creative and scalable solutions. From cloud to connectivity to collaboration, we develop and support a spectrum of bespoke, cutting edge tech across a broad range of industries. Founded in 2006, we continue to grow and innovate. At the end of the day, we love modern tech and we love making our customers happy.

### What it's like to work here

We love what we do and embrace constant change, even if that means breaking our own mould (especially when it means we get to tinker with new toys!)

We're a diverse bunch with many different backgrounds, interests and perspectives. We believe this is what makes us strong as a team and ultimately successful.

Our HQ is in one of Manchester's newest buildings, No.1 Spinningfields. It's a vibrant office with plenty of break out areas so you can find your ideal work environment, whether that's at a desk or on a sofa. We even have a barista on site for all your re-fuelling needs.

If you consider yourself a doer, an eager learner and you are kind and thoughtful in everything you do, then we could be a great fit and we want to hear from you.

### Your role

As Business Development Coordinator you will provide core support to the Business Development Lead, ensuring that enquiries from clients are managed efficiently including timely preparation of proposals and quotes.

Your role will involve;

- ▶ Taking responsibility for overall management of the Sales inbox, ensuring timely, efficient and effective management of customer requests.
- ▶ Assisting the Business Development Lead in managing sales enquiries and leads to maximise opportunities with new and existing clients.
- ▶ Liaising with the Support team to efficiently process quotes emanating from Support tickets and following up as necessary.
- ▶ Liaising with Provisioning Team to ensure satisfactory fulfilment of customer requests.
- ▶ Sustaining rapport with key customers.
- ▶ Providing support in developing and improving internal sales systems (Salesforce) and documenting new processes. Maintaining thereafter.
- ▶ Assisting the Business Development Lead with the management of products in Salesforce.
- ▶ Assisting with monitoring and updating the Salesforce data as it relates to Leads, Contracts, Products, Opportunities and Quotes.
- ▶ Working closely with technical colleagues, ensure a sound knowledge base of products and services.
- ▶ Assisting in working closely with the Account Manager, communicating clearly to ensure customer needs and expectations are met.
- ▶ Assisting the Business Development Lead in writing and preparing sales proposals as well as marketing literature.
- ▶ Providing active assistance to the Business Development Lead in Account Managing small customers initially, leading to overall responsibility.
- ▶ Assisting with monitoring and renegotiating Contract Renewals with customers.
- ▶ Maintaining compliance with GDPR in line with service provision for customers.

## **What we need from you**

- ▶ Experience and knowledge in MSP, ISP, Telecoms or Computer Hardware is essential.
- ▶ Proficient with Microsoft Office suite and/or Mac equivalent (Keynote/Pages) with ability to prepare accurate proposals and related documents.
- ▶ Excellent verbal and written communication as well as organisational skills.
- ▶ Professional and friendly approach with excellent relationship building skills and telephone manner.
- ▶ Able to drive and deliver process improvement internally.
- ▶ High level of personal commitment and standards, and attention to detail.
- ▶ Someone who works together with others to achieve exceptional results.
- ▶ Salesforce experience or other CRM experience.
- ▶ Relevant qualifications or equivalent experience in a B2B sales environment.

This is a fantastic opportunity for an ambitious individual who is looking to grow, and work within a dynamic company with forward thinking colleagues.

## **How to apply**

To apply for this position, please send us an email at [jobs@nomical.com](mailto:jobs@nomical.com) and include a copy of your CV.