

JOB DESCRIPTION

ACCESS CONTROL SALES & TECHNICAL SUPPORT

Fortus is Europe's fastest growing Security & Fire Distributor, trading across the UK, Ireland and the Netherlands 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 now looking for an individual to join the team based at the **Fortus HUB** in Letchworth as an **Access Control Sales & Technical Support**. If you have experience in Access Control, technical knowledge and have a passion for providing excellent customer support, then this could be the role for you.

Responsibilities

- Handling of telephone and email enquiries,
- Liaising with customers and providing technical sales advice on products and pricing.
- Preparing proforma invoices or quotations as appropriate, taking sales orders and passing sales orders to the processing team
- Placing purchase orders with our suppliers, negotiating prices as necessary, to fulfil orders received for non-stock items
- Updating our CRM database, Associate, regarding all sales, quotation or purchase related information
- Managing a list of existing customers through the current client management process, reporting on progress made as and when required
- Managing a list of Quotes provided to customers, progressing quotes to order where possible and providing a report on progress made as and when requested
- Providing technical support to customers as required
- Testing both new products and existing products returned as faulty, identifying fundamental failures in design where appropriate and providing feedback to all stakeholders
- Promoting our business in line with the marketing calendar and identify new business opportunities, with both existing and new customers

Skills - Essential

- Good knowledge and competency of Microsoft Products including Outlook, Word, and Excel
- Knowledge of SAGE 200
- Previous experience of a CRM system advantageous
- Good standard of English, both written and spoken with good communication skills
- Good attention to detail
- Well organised, able to prioritise work and ability to work unsupervised and under pressure
- Ability and willingness to learn the product range
- Technical/engineering experience in a relatable product range

Preferred

- HNC or HND in Electrical and Electronic Engineering (Preferred but not essential)

No agencies please – we thank you for your interest in working with Fortus Group, however we will not pay fees or acknowledge any CV's supplied to Fortus Group unless you have been briefed on the role by our HR team.