

Position: Internal Sales (Kent)
Department: Sales
Reports to: Southern Regional Director
Contract Type: Permanent
Salary: Depending on experience
Location: Based in our Dartford branch

About Fortus

We are Fortus.

We're incredibly proud to be Europe's fastest-growing security distributor, and we're just getting started! Our branch network now stretches across the UK, Ireland, and the Netherlands.

We provide high value add solutions to our installation partners across our CCTV, Fire, Access, Intruder, Gate Automation and Monitoring divisions.

We work as a valued partner with some of the world's most innovative brands and solution providers including Hikvision, Paxton, Pyronix, and Apollo. We're proud to supply their products, all backed up with a combination of our team's vast real-life experience with unsurpassed product and technical knowledge.

We are Fortus. We're here to change the game.
Future. Secure.

Overview

We are currently looking for a proactive Internal Sales Manager to join our team in the Kent branch. The internal sales team manages some of our most established accounts whilst also actively growing new business. Your primary focus will be to maintain and exceed sales targets, build, and maintain great customer relationships. The job is a varied role and requires the successful candidate to be versatile and motivated, with a can-do attitude.

Key Responsibilities:

- **Sales Focus:** with a natural drive for sales combined with your experience to date you will be confident discussing competitive quotes and prices, following up leads to meet and exceed targets.
- **Account Management:** You start your day picking up any queries from the team inbox following up and contacting your customers/ internal stakeholders to close sales opportunities successfully. You proactively keep in touch and future proof your customer accounts discussing incoming new products and pricing opportunities.
- **Customer Service:** you understand and deliver great customer service ensuring that your customer queries are up to date, issues are resolved promptly and successfully with your high level of professionalism.
- **Onboarding new customers:** New customers will either call or email, you will support them with the online forms and queries and then pass onto the relevant team.

- Be part of the Team: you will work closely with all members of the Internal Sales Team across the group, supporting them with customer or supplier queries and keep your sales account activities up to date.

Knowledge, Skills & Experience

- Minimum of two years in an Account Management/ Sales role managing multiple accounts.
- Passionate about Sales and Customer Service.
- Excellent professional phone manner.
- Strong Microsoft skills including Outlook and Excel.
- Strong communication skills (fluent in English) – verbal and written.
- Good problem-solving capability and confidence to react promptly to deliver the best service possible.
- Excellent attention to detail, including spelling and grammar.
- High level of time management and prioritisation skills, ability to handle tasks with competing priorities successfully.
- Uses initiative and works well under pressure / to deadlines.
- Previous experience working for a distributor or retailer with a complex range of tangible products desired.
- An interest or aptitude for learning product codes and familiar with technology

What we can offer you:

This is a permanent full-time role based in our Kent branch, 40 hours per week.

- Competitive Salary
- 20 days annual leave plus bank holidays
- Auto-enrolment pension scheme

No Agencies Please - We thank you for your interest in working with Fortus, however, we will not pay fees or acknowledge any CV's supplied to Fortus unless you have been briefed on the role by our HR Team.