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**Sales Support Executive**

**Role Description**

**Introduction**

Citrefine International Limited supply the only truly effective, ethically and naturally-sourced insect repellent active ingredient across the world under the trade name Citriodiol®. Listed as one of the Sunday Times Best Places to Work 2025, we are a family-run company with a friendly yet focused environment making it a welcoming and exciting place to work.

We are looking for an exceptional person to work in this sales position as part of our motivated team to take advantage of our unique market position and continue to expand our business significantly.

**Role Summary**

This office-based role will involve dealing with enquiries and qualifying leads, updating the sales CRM system, maximising opportunities and organizing samples shipment for the sales team. It will report to the Customers Relationship Manager but involve working closely with the whole sales and marketing team. The role will also include liaising with the regulatory, technical and operations departments to deliver an effective end-to-end sales process.

**Key Responsibilities (including but not limited to)**

* Act as first point of contact and sales support for the majority of new enquiries
* Help to maintain a well-qualified sales pipeline together with the rest of the team by:
* Respond to all incoming enquiries in a timely and professional manner, providing information and quotations as well as managing the provision of samples within the sales team
* Gather and record information in our CRM database (ZOHO) and utilise the CRM system as the one source to manage enquiries
* Manage the NDA process for customers and potential customers
* Proactively identifying the best business opportunities and guiding prospects through the sales process
* Assist in creating and maintaining monthly business reports, sales forecasts and sales pipeline data for review by management
* Based on customer and sales team requirements, liaise with other departments to obtain the relevant support
* Manage trade enquiries/requests from new and existing Mosi-guard® customers
* Other ad-hoc tasks if required to assist the sales and wider team, including holiday cover for other administrative positions

**Key Skills and Competencies**

Required:

* Excellent priorities management and organizational skills.
* Dynamic and motivated person who works well in a team and a ‘can-do’ attitude.
* Friendly and efficient approach to customer service.
* Excellent IT skills including Microsoft Office and CRM systems. Zoho would be a plus.
* Previous office administration experience.
* Strong written and verbal communication skills.

Preferred but Not Essential:

* Previous sales administration experience, and an understanding of sales processes.
* Experience in an export-oriented business
* Second language not necessary but would be a plus

**Salary/benefits**

* 25 days annual leave plus statutory bank holidays
* Private health care
* Life assurance
* Generous pension
* Discretionary profit share