

Streets Heaver Healthcare Computing

Job Description

Job Title:

Customer Account Assistant

Main purpose of role:

To support and improve Streets Heaver's current sales to both new and existing customers, in order to both increase our committed sales revenue and importantly our customers' use of our products & services.

Annual salary:

Starting Salary of £27,110 - £30,250

Employment Type:

Permanent/Full time

Job location:

Lincoln - Hybrid working (with in office contract) – Minimum of 2 days in the office per week with regular in-office team meetings each month – You can expect to be in the office around 8-10 days a month.

Reporting to:

Customer Success Manager

Duties and Responsibilities:

- 1) To register, categorise and assist in following up new sales leads/opportunities
 - 2) To assist in arranging and attending sales meetings with new or existing customers
 - 3) To produce quotations to new and existing customers based on customer requirements and Streets Heaver's available products/services
 - 4) To assist in maintaining regular contact with existing customers in order to promote customer retention, product/service awareness and growth of customer accounts
 - 5) To follow up on action points from customer meetings
 - 6) To assist in responding to relevant industry tenders for the supply of patient administration/hospital management systems
 - 7) To assist in maintaining and updating the internal CRM database with Leads, Opportunities, Quotes and Orders (Salesforce and CPQ)
 - 8) To assist the marketing department in organising and attending Streets Heaver Customer or Prospect Events (Workshops/User Group Meetings/Webinars)
 - 9) To assist the marketing department in the creation of marketing materials; including email campaigns, press releases, case studies, product brochures, newsletters or website updates etc.
 - 10) Any other such duties as may reasonably be required
 - 11) Promote sustainable practices to minimise the company's carbon footprint and waste.
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Essential skills

- Enthusiastic and confident
- Good communication skills
- Flair for customer relations
- Able to work in team and on own initiative
- Presentable and smart demeanour High customer service standards

Desirable skills

- Interest in IT
- CRM system knowledge (Salesforce)
- Degree or relevant experience

Why you should pick us:

- **Dedicated PDP time:** We give you dedicated time to be spent on your personal development each week.
- **We'll help grow your knowledge:** We have a dedicated internal Learning and Development department to help upskill you throughout your career with us.
- **Everyone needs a break sometimes:** We give 22 days' annual leave, plus bank holidays (increasing with service.)
- **To help you celebrate:** We provide an extra day off for your Birthday.
- **Make a difference:** Enjoy an extra day off annually to dedicate to volunteering and giving back to the community.
- **Team building is important:** We have a departmental outings budget so everyone can get to know each other outside of work. We also have regular companywide events.
- **New starter WFH allowance:** Outside of your technical equipment, which we of course provide, we also give £100 Work from Home Allowance to go toward anything else.
- **Thinking of the future:** We have Pension & Private Healthcare Insurance schemes.
- **Drive green:** Take advantage of our electric car leasing scheme via salary sacrifice.
- **Stay active, earn rewards:** We provide MyZone fitness watches to help you stay active and healthy. By consistently engaging in physical activity, you can earn up to 3 extra days of holiday per year – a great way to boost wellbeing and reduce absence.

Employment is subject to:

- Successful completion of DBS check with renewals
- Proof of eligibility to work in the UK

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.