

Sales Support – Ecology and Arboriculture

We are Arbtech, the UK's leading ecological consultancy. With over 100 passionate professionals supporting more than 8,000 projects annually, from ecology surveys to tree assessments and protected species monitoring. With a reputation for excellence, we're expanding our dynamic sales team based at our Chester HQ - and we want YOU to be a part of this exciting journey as we help balance nature with progress!

Salary: £22,000-£25,000 per annum plus benefits

Location: Chester, office based

Hours: Full-time - Monday-Friday, 9-5:30

The Role:

Are you ready to take on a vital role within a rapidly growing team? As a Sales Support Specialist, you'll be at the heart of our business, ensuring our sales process runs smoothly and efficiently. Your key responsibility will be to act as the first point of contact for incoming sales inquiries, delivering outstanding service while ensuring every potential client receives the information and attention they need.

- **Be the First Point of Contact:** Take charge of handling incoming sales queries through email, phone, and other communication channels. Approach every interaction with a friendly, professional, and efficient attitude to ensure clients feel valued and well-supported from the start.
- **Provide Key Information & Support:** Respond promptly and thoroughly to client inquiries, helping them gain a clear understanding of our services. Provide tailored and accurate information to meet their specific needs, ensuring they feel confident and informed about the solutions we offer.
- **Database Management:** Maintain the accuracy and organization of our CRM and project files. This includes entering new client details, updating existing records, and conducting regular checks to ensure all data is well-organized to support the team's operational efficiency.
- **Collaborate with the Sales Team:** Work closely with the rest of the sales team, ensuring a seamless flow of information by promptly passing on important details when required.

What We're Looking For:

We're after someone who is detail-oriented, proactive, and ready to make an impact within a fast-paced team environment. While previous experience in a customer-facing role (retail, hospitality, customer service, etc.) is a bonus, what's most important is your enthusiasm to deliver excellent service and your ability to stay organized under pressure.

To be successful, you'll need:

- Strong written and verbal English communication skills – you'll be the voice of Arbtech to many potential clients!
- A high degree of computer literacy – you'll be using our CRM, email, and other systems daily.
- A positive, proactive attitude – we're looking for someone who thrives in a fast-moving,

team-oriented environment.

- Exceptional organizational skills – you'll need to keep everything running smoothly and ensure no detail is missed.
- A passion for customer service – you'll be helping clients every step of the way, so a friendly, professional manner is key!

To apply:

Simply send your CV, plus any supporting information you'd like to include such as a cover letter, to dreamteam@arbtech.co.uk.