

## **External Job Posting**

<b>Job Title:</b>	Internal Sales & Technical Support Engineer - Power Supplies & Surge Protection
<b>Business Area:</b>	General Company Sector
<b>Department:</b>	Technical Support (ICE & IMA)
<b>Responsible to:</b>	Sales and Marketing Manager (IMA)
<b>Salary:</b>	Competitive Salary & Employee Benefits Package
<b>Standard Hours:</b>	Full Time: 37.5 hours per week (Monday to Friday)
<b>Place of Work:</b>	Telford Office
<b>Job Type:</b>	Permanent
<b>Start Date:</b>	Q4 2025
<b>External Date Posted:</b>	9 <sup>th</sup> September 2025
<b>External Expiry Date:</b>	n/a

### **Principle Duties:**

To provide an all-encompassing front end Technical Support experience through all forms of customer contact and on all aspects of technical queries, quoting, pricing and product availability.

Promote and develop the relationship between the internal and external teams; liaising as necessary with the respective Regional/Product Management personnel in order to progress or resolve a customer enquiry.

Where appropriate, expand upon and maximise the customer interaction, recording relevant information within the Salesforce CRM, cases and progressing potential leads with as much relevant information as possible so as to maximise the opportunity to ensure contribution to increasing sales revenue.

Qualify leads generated from Exhibitions and Marketing activity by telephoning and/or email contact to establish potential and pass onto the appropriate Field Sales Engineers or Product Managers as required.

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## **Main Duties and Responsibilities:**

Respond to and co-ordinate all technical enquiries from respective area of responsibility or product specialism; ensuring the query is tracked and followed up to ensure the customer receives prompt and comprehensive advice.

Answer all incoming telephone calls and either handle the call appropriately or direct to a relevant staff member.

Where appropriate expand on the customer call and capture potential lead information for follow up, capturing on Salesforce case.

Respond to all price and availability requests promptly and efficiently.

Efficiently and promptly deal with queries directed to the [Info@phoenixcontact.co.uk](mailto:Info@phoenixcontact.co.uk) mailbox and other relevant generic email addresses.

Follow up where appropriate on literature requests.

Following the prescribed rules of entry and accurately input information onto Salesforce to ensure relevant activities and potential leads are captured and followed up, tasks assigned.

Ensure customer satisfaction at all times when dealing with both external and internal customers.

Make proactive sales calls and create and capture any potential lead arising from any type of customer interface and follow up on all leads within 48hrs or refer to the Sales Engineer for follow up as applicable.

Guide customers and other interested parties through the use of online resources.

Continually review processes and propose recommendations for improvements so as to ensure processes are as effective and efficient as possible.

Provide other ad hoc support across the company as required.

### **At all times:**

- Represent Phoenix Contact in a professional manner to Customers.
  - Abide by the company rules.
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## **Secondary Duties:**

Provide product specialism cover for colleagues in their absence.

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## **Person Specification:**

### **Desired Knowledge & Experience (Inc. Qualifications)**

- Background in Electrical Engineering, and/or experience in a technical internal sales role.

### **Desired Skill Set**

- Experience using CAD, EPLAN, Clip X Engineer etc
  - Excellent communicator.
  - Excellent IT skills in Excel, Word.
  - Knowledge of CRM databases.
  - Enthusiastic team player.
  - Organised and efficient and punctual.
  - Proven on the job experience.
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### **To apply for this position:**

Please submit your curriculum vitae with a covering email and current salary details to:  
[jobs@phoenixcontact.co.uk](mailto:jobs@phoenixcontact.co.uk)