

Business Development and Client Services Executive

Quintic Consultancy Limited, Four Oaks House,
Sutton Coldfield. B74 2TZ

Salary : £18,000 - £22,000 + Commission



Quintic Consultancy Limited

Quintic has been established for over 18 years and offers a diverse range of biomechanical software and hardware solutions to a wide range of sporting and non-sporting clients. Products include [Quintic 2D Software](#), [Quintic Hardware](#) and [Quintic Ball Roll](#).

Our range of Quintic software is continually being enhanced with many new exciting product launches planned for the near future.

Quintic have a wide range of clients worldwide who enlist our expertise for purchasing new Quintic software and hardware as well as for our biomechanics consultancy services.

Job Description

We are looking for an enthusiastic and dynamic individual to join our Quintic team. This exciting role requires the successful candidate to support prospective, new and existing clients with their wide ranging purchasing, technical and training requirements.

It is essential that this candidate is well organised, a good communicator and able to work well within a team and on their own initiative.

As this role requires client visits, it is essential that the candidate is happy to visit clients in the UK (using their own car) and overseas when required.

The key aspects of this exciting role include:

Prospective and New Clients

- To be the first contact point for all new inbound enquiries and to effectively and pro-actively manage all enquiries on a continuous basis
- To liaise with clients who download a free Quintic 21 day software trial to ensure they are able to maximise their experience and assist all clients who wish to progress their interest in the software
- To have an in-depth understanding of the Quintic software and hardware range in order to advise clients on the most suitable Quintic software and hardware products for their needs
- To effectively demonstrate all aspects of the Quintic software and hardware to clients through online demonstrations and face to face demonstration either at the Quintic offices or onsite with the client.
- To effectively assist all clients with the purchase and installation of their Quintic software and hardware
- To provide ongoing support as and when required and complete all administrative tasks to support this activity

Existing Clients

- To assist existing clients with software or hardware technical issues via telephone, email and online meeting facilities
- To be able to conduct bespoke individual and group training sessions both onsite and away from the office
- To continuously liaise with all clients enrolled onto the Quintic Annual Maintenance Agreement programme in order to provide ongoing client support and to complete bespoke annual training entitlements – online, onsite and on the clients premises
- To complete and/or assist with the various Quintic Certified Training Programmes offered to external clients e.g. Quintic Equine Accreditation Programme and the Quintic Ball Roll Accreditation Programme
- To complete all required administrative tasks to support this activity

Sales and Marketing Initiatives

- To manage and assist with the management of external conferences and exhibitions
- To assist with product development and launches

Quintic Partnerships and Distributors

- To assist all Quintic Partners and Distributors with all aspects of the sales and marketing initiatives and provide all ongoing support as and when required

Qualifications

- Good GCSE and A level results
- BA / BSc in a sports related qualification e.g. Sports Science or Sports Management
- Good driving record and clean driving licence

Personal Profile

- Responsible, diligent, trustworthy, and able-minded.
- A desire to learn new skills and enhance existing skills.
- Strong interests in sport with a broad knowledge of human biomechanics
- Good IT literacy, organisational and communication skills
- Working knowledge of high speed cameras, lenses, lighting etc.
- Sound perspective of and desire for Customer Satisfaction
- Adept presentation skills to individuals, groups & seminars
- Works well under own initiative and in a small team
- Good vision and problem solving ability
- Able to make a positive contribution to existing and new processes / products

Please send CV and Covering Letter to michellehurriion@quintic.com Closing Date: Friday 20th May 2016