

JOB DESCRIPTION

Job title:	Sales & Client Relationship Associate
Department:	Sales & Marketing
Location:	Beaconsfield
Working hours:	9.30am to 6pm Monday to Friday
Reporting to:	Sales & Marketing Manager
Direct reports:	N/A
Main purpose(s) of job:	As a Sales & Client Relationship Associate, you will play a key role in delivering Sargent-Disc's innovative low-carbon Digital Production Office® applications, alongside our Payroll and Production Accounting Services. You'll be the face of our solutions, building strong relationships with clients and ensuring they receive exceptional service and support. This dynamic role combines client engagement with administrative expertise, supporting both the operational needs of the business and the evolving requirements of our clients. You'll work closely with internal teams and external partners to ensure seamless delivery of our products and services, contributing to the growth and success of Sargent-Disc.
Main tasks and duties:	• Handle enquiries about products, services, pricing, and capabilities. • Communicate knowledgeably about all company products and services in order to deal professionally with client enquiries providing quotations. • Schedule and present face-to-face or online product demos as required. • Support the delivery processes for Sargent-Disc's Digital Production Office® suite of applications and other services by checking product order and start paperwork and forwarding for implementation. • Log and maintain all enquiries, opportunities and sales interactions in the CRM (customer relationship management) system. • Track and follow up on leads (domestic and international productions), ensuring timely updates in CRM. • Process client agreements and contracts. • Support the invoicing of clients in collaboration with the Accounts department. • Continuously improve processes, templates, and documentation to reduce inefficiencies. • Collate customer feedback to be shared with key stakeholders to improve our products and services This list is not exhaustive, and other duties may be required commensurate with this position as roles evolve.
Person Specifications:	• Excellent interpersonal and communication skills for good working relationships with external companies, clients, agencies and internally. • Ability to prioritise and deal with a high volume and varied workload. • Ability to deal with a wide variety of enquiries (by phone and email) efficiently. • First class written English, strong drafting skills for clear and professional written

	communications. • Enthusiastic, calm and well organised, with an attention to detail. • Builds rapport easily and enjoys developing professional relationships both with internal teams and external clients. • Computer literate - an experienced user of Microsoft Word, Excel and PowerPoint packages. • Strong administration skills covering a range of systems and procedures. • A commitment to developing additional skills. • A commitment to the work of Sargent-Disc and an interest in the film and television industries. • Represents the company confidently at client meetings and industry events. Desirable: • Experience of CRM systems • Experience of working in the film and television or associated industries – not essential • Familiarity with production software packages – not essential
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