



Job Title:	Commercial Support Specialist
Location:	UK
Job Type:	Full-time
Department	Commercial Services

**Job Description:**

The Commercial Support Specialist is a role in Kenyon International Emergency Services' Commercial Services Department with responsibilities for customer care activities, contract renewals, commercial analysis and reporting, inside sales support. The maintenance of sales tools and the administration of resources and commercial events also belongs to this position. The position is based at our Bracknell, UK location.

The Commercial Support Specialist is a self-starter with an ability to research solutions and provide support in the following areas. This list is representative of the broader job specification, and additional duties may be required based on business operations.

**Customer Care:**

- Support sales initiatives with external communications to clients.
- Provide direct customer care support to Kenyon clients specifically in the European region. This includes proactive outreach to all assigned clients, unless otherwise specified by the client.
- Keep abreast of customer needs, requirements and feedback on our services. Keep commercial department informed accordingly.
- Routinely review the internal/external announcements, schedules and calendar relating to Commercial Services activities.
- Prepare and distribute welcome packs to Kenyon clients.
- Create profiles in Kenyon Response for new clients.

**Sales Support:**

- Manage contract auto-renewals including client engagement and communications around such task.
- Manage upsells, and/or channel qualified opportunities to the appropriate sales executives for further development and closure.
- Assist in the production of responses to commercial tender/RFP requests.
- Produce sales reports, analytical sales data, and customer analyses/profiling as required. Develop and monitor performance indicators. Manage sales tracking and report on important information. Monitor sales trends.
- Maintain the current client list for completeness and accuracy for distribution monthly to the entire company, and weekly to the web master for inclusion on the Kenyon Desktop.
- Regular follow-up on account receivables/aged debtor lists.
- Manage all HMRC Certificate of Residency requests on schedule aligned with client billing.
- Maintain and routinely check client records on CRM database (Salesforce).
- Organize commercial meetings (client visits, conference calls and meetings) internally.
- For target new clients and sectors, research potential accounts, identify key players, work with Account Managers to develop inroads and generate interest.

**Event Management:**

- Assist other Kenyon staff with the organization of commercially-focused events. These may be meetings or trainings either inside Kenyon facilities or at external facilities. Assistance can include set-up, break-down, obtaining necessary materials, managing catering, etc. as needed.
- Take photographs during events and pass to Kenyon's marketing team.
- Manage stocks of promotional materials and gifts.
- As required, assist other Kenyon staff or associates with commercially-focused travel.

**Operations:**

- Be prepared to support Kenyon operations as a member of the Crisis Management Centre (CMC), to include administration and logistics arrangements (travel & accommodation, research vendors for required supplies, etc). This may well require additional working hours including unsociable times and days.

**Abilities required:**

- On call 24/7, 365 days a year to support deployments.
- Able to work, as required, long hours during deployments.
- Ability to work independently with a minimum amount of supervision, and the application of good analytical, planning and interpersonal skills (team player, proactive and assertive).
- Strong orientation for processes, including following and establishing processes for efficient administration of daily tasks.
- Strong communication skills, written and verbal.
- Demonstrable experience using Salesforce.com Sales Cloud or equivalent CRM system. Business analysis/reporting experience preferred.
- Ability to produce worksheets, documents and presentations using Microsoft Office Excel, Word and PowerPoint with a high standard of both written and spoken English.
- Demonstrable experience in customer relations (customer service, customer care).

**Requires minimum of:**

- 3 A-Levels at A\*-C grade, or equivalent education.
- 2 years' experience in a customer service role, preferably related to contract management or inside sales duties.

**Hours and reporting:**

- Monday-Friday weekly from 9.00am – 5.00pm. From time to time, additional hours may be required due to business activities.
- Reports to Commercial Services Manager.

**Application Instructions:**

Send covering letter and resume/CV to Clare Pascucci at [pascuccic@kenyoninternational.com](mailto:pascuccic@kenyoninternational.com). No phone calls please.