



Job Description - Sales & Customer Support Executive

An exciting opportunity has arisen to join Evolve Dynamics as a full-time Sales & Customer Support Executive, based at our workshop near Farnham, Surrey.

Evolve Dynamics is at the forefront of research, design and development of next generation UAS/UAV systems for the defence, public safety & industrial sectors. Our mission is to develop autonomous / semi-autonomous, highly capable, and best in class UAV solutions.

We design and manufacture aircraft, ground control systems, camera/additional payloads and software. Our client base has grown 500% in the last 12 months and includes police forces, the military, fire services and search & rescue teams as well as infrastructure inspection companies.

The Sales & Customer Support Executive's goal will be to support the Sales and Production Teams to ensure that all customer enquiries and issues are dealt with in a timely and efficient manner whilst establishing and maintaining customer relationships.

If you're looking for a role in which you will be able to contribute innovative ideas, learn from a dynamic and experienced team, and be challenged on a daily basis, then this is the job for you!

We are looking for a highly motivated individual who can think creatively, independently identify areas for improvement, tackle potential barriers to progress and propose solutions. The successful candidate will be responsible, thorough and accountable with a sharp eye for detail.

Salary negotiable, depending on experience and achievements.

Key Responsibilities

- Customer Communication
 - Receiving calls to the company and capturing inbound website enquiries
 - Proactively providing technical information and resolving issues
 - Providing customers with information regarding warranties and Service Level Agreements (SLAs)
 - Making calls to customers to proactively help them to get the most out of their Evolve Dynamics products
- Customer service and support
 - Internal liaison to schedule maintenance work and acting on behalf of the customer to resolve issues

- Arranging annual services and inspections of customer aircraft
- Maintaining an accurate record of customer product locations, stakeholders, service history and products held
- Arranging sales meetings with customers
- Supporting the Business Development team - meetings, travel, documentation and NDAs
- Other tasks that are required to contribute to the Head Office team - supporting visits, product dispatch documentation etc

Competencies

Required:

- A high standard of computer literacy, ideally confident with Google Workspace
- Confident, approachable and reliable individual with the ability to build credibility and trust within the organisation
- Excellent verbal and written communication skills
- Prior experience of working in a B2B customer facing environment
- Thrives under pressure and excels working in a fast paced environment
- Strong organisational skills
- A problem solver who is able spot and drive areas for improvement
- Ability to multitask and prioritise effectively

Desirable:

- Experience of working in a sales support, project support or PA role would be advantageous
- Confident using CRM / ERM systems
- Experience working for, or liaising with, customers in the government or defence sectors
- Project management

Hours

This is a full time position, based in our workshop near Farnham, Surrey. Hours are 0900 to 1730 Monday to Friday, however, there is a degree of flexibility and consideration will be given to suit the needs of the successful candidate.

Salary

A very competitive salary will be paid for the position, dependent on experience.

Benefits

- 25 holiday days annually
- Participation in company's pension scheme (SmartPension)
- Support with training including paid study days and contribution to qualifications
- Eligible for company-wide bonus scheme
- Free snacks and drinks in the office
- Regular paid-for social events
- Evolve swag!

Find out more

Interested candidates are welcome to get in touch to arrange an informal conversation before applying. Please email careers@evolvedynamics.com referencing the job title.

How to apply

Only applications made by email will be considered. To apply, please send a copy of your CV together with a covering note describing why you would like to work for Evolve Dynamics and what makes you suitable for the role to the CEO, Mike Dewhirst, at careers@evolvedynamics.com.

Applications will be considered on a rolling basis. The start date will be as soon as possible.

Discover more at www.evolvedynamics.com.