



Position	Indoor Sales Representative
Function Dept	Sales
Reports To	Indoor Sales Manager
Duty Station	Head Office, Nairobi, Kenya

Job Summary

The Indoor Sales Representative is responsible for engaging with prospective and existing customers through email, telephone calls, and live website chats to promote and sell the company's products and services. The representative will respond to and follow up on inbound email and telephone inquiries, maintain accurate and up-to-date customer information in the CRM system, and identify opportunities for upselling and cross-selling to existing customers.

The representative will also be responsible for conducting market research to monitor industry trends, customer needs, and competitors' products and offerings. The role involves generating and qualifying leads, preparing appropriate quotations, following up on sales opportunities, and accurately processing customer purchase orders to support the achievement of sales targets and business growth.

Main Responsibilities

- Advising customers on suitable products and solutions based on their specific needs, applications, and technical specifications.
- Preparing accurate customer quotations and conducting timely follow-ups to convert opportunities into sales.
- Processing customer purchase orders and liaising with the Logistics Department to ensure orders are fulfilled and delivered within the agreed timelines.
- Maintaining strong working relationships with existing clients by providing exceptional customer service, addressing their needs, and identifying opportunities for additional sales.
- Responding to and following up on sales inquiries received through website chats, emails, and inbound telephone calls.
- Preparing tender documents in accordance with specified tender requirements. Previous experience in tender preparation and submission will be an added advantage.
- Developing and maintaining in-depth knowledge of the company's products, including their features, applications, benefits, and competitive advantages.
- Recording and updating all potential sales opportunities in the CRM system and ensuring timely and consistent follow-up.
- Conducting market research to identify emerging customer needs, market trends, and potential sales opportunities.
- Identifying and pursuing opportunities for upselling and cross-selling to existing customers.
- Performing any other duties and responsibilities as may be assigned from time to time.

Critical Success Factors for the Job		
Job Specifications	Behavioral Skills	Relevant Competencies
• A university graduate with a bachelor's degree in chemistry, Laboratory Sciences, or a related laboratory-based field is preferred. • Must have strong computer skills and proficiency in Microsoft Office applications, particularly Microsoft Excel. • Analytical laboratory equipment knowledge is a plus point especially on Chromatography and Spectrometry.	• Excellent customer service and relationship management skills. • Strong planning, organization, and time-management skills. • Excellent verbal and written communication skills. • Ability to multitask and work under pressure. • Self-motivated, creative, and proactive. • Disciplined and able to work with minimal supervision. • Honest, transparent, and professional	• Foundational Sales Knowledge Understanding of the sales process and customer conversion. • Willingness to Learn Commitment to continuously developing product, market, and sales knowledge. • Customer Service Ability to prioritize customer needs and deliver a positive experience throughout the sales process.
CVs in pdf format to be sent to hr@esteckenya.com by COB 10 th Sep 2026.		