

Job Description

Job Title	Sales Coordinator - Projects
Level	2
Line Manager	Sales Manager
Reports	None

Purpose of the position

An office based full time position, requiring proactive management and progression of rooflight project enquiries within a predetermined criteria, from point of quotation delivery to conclusion (i.e. order won or lost), ensuring a high conversion rate is achieved and maintained.

Core duties include:

- Following up by telephone on quotations provided to gather customer feedback ensuring that our rooflight proposal meets the customer's exact requirements.
- Identifying the key influencing factor(s) on how to win the order and staying in contact with the project influencer, which may change during the project life cycle.
- Identifying and overcoming barriers to the sale.
- Providing a high level of consultative support and technical assistance to architects; developers; contractors and end-users.
- Establishing and maintaining strong customer relationships to optimise repeat specifications.

Job Responsibilities

Consult with current and prospective customers with regard to the requirements of their projects; projecting warmth, professionalism and care.

Undertake daily outbound telephone and email contact with customers who have already received a price proposal, delivering a competent consultancy to determine whether the quotation provided is current, correct and of interest.

Identify specific project variables, to include when the rooflights are required on site, ensuring that the provided solution meets all requirements such as agreed timescales and costs. Seek out any objections and where necessary, establish and deliver a new quotation proposal to optimise the value proposition of the Rooflight Company's product and service offer.

Work collaboratively with other team members, to include other business areas such as the Bespoke Core Team, to ensure that the best solutions are defined and/or more comprehensive technical support is required. This is particularly required when managing bespoke rooflight proposals.

Utilise the Vantage (ERP system) to provide quotations; revise quotations and to process orders within the service level agreement. Reference and interrogate TRCWiki, our technical database.

Respond to requests for standard and bespoke technical information to include installation details, NBS Specification and provide case studies.

Maintain the Project Portal database of projects and contacts in order to manage workload, ensuring regular and swift contact and progression of allocated project enquiries.

Work with architectural drawings to determine dimensions.

Adopt a flexible approach whilst carrying out administrative tasks, remaining flexible to reactive changes in priorities. Task to include: providing outstanding balance invoices, processing payment and remittances. Ensuring that the Quality Management System is adhered to.

Actively participate in Goal Directed Project Management and general meetings with other departments when required.

Maintain lost and won reason codes for each project to ensure that accurate records are retained for future analysis of enquiries and sales activity.

Conduct on-site customer visits to demonstrate our product range.

Where necessary, interact with other key departments such as Purchasing, Production and Despatch to ensure that enquiry transition from order concept to completion, is monitored throughout and that any queries are speedily resolved.

Work to support other teams within Commercial Services and carry out any other delegated tasks.

Adhere to the Company Health and Safety Policy and maintain a good standard of housekeeping in the department in order to keep the working environment clean and safe.

Knowledge and Skills

Essential:

Education

A good level of general education to include GCSE Grade C and above in English and Mathematics.

Experience:

Working within a busy sales team-based environment

Administrative duties and experience of telephone call handling, complex telephone consultancy and problem solving.

Knowledge:

PC literacy – good basic IT skills – ideally familiar with MS Outlook, MS Word, MS Excel and customer databases.

Skills:

Strong focus and being able to self-manage is key

Excellent telephone manner with the ability to listen

Effective oral and written skills with attention to detail

The ability to work under pressure, meet deadlines, targets, and manage your own workload

Strong organisational skills and the ability to work efficiently

Self-motivated, conscientious, energetic and enthusiastic team-player

Good technical aptitude and an ability to assimilate and relate information

Desired:

Education:

Higher level of education e.g. English and Mathematics A-Levels

NVQ Level 2 in Customer Service

Experience:

Consultative sales and/or technical sales background

Previous exposure to customer facing role

Familiarity of 'back-office' CRM based databases

Knowledge:

Knowledge of a specification led sales market.

Review

The Sales Coordinator – Projects duties will normally be agreed by annual consultation between the Sales Manager and the individual, and shall take into consideration the outcome of the company appraisal scheme including issues relating to company and departmental objectives.