

Job Description for Heavyside Internal Sales

Job Title:	Heavyside Internal Sales
Responsible to:	Branch Manager
Responsible for:	No staff
Location:	Rugby Building branch
Hours of Work:	7.30am - 5.00pm Monday to Friday (30 minute lunch break) and 8.00am to 12 noon alternate Saturdays
Job Purpose:	To help achieve branch and company sales and gross profit targets by trading effectively and delivering exceptional customer service.

Heavyside Internal Sales - Key responsibilities and accountabilities

- Responsible for achieving sales GP targets relating to the branch.
- Contribute to achieving branch performance targets.
- Audit quotations to ensure these are pursued and followed through.
- To ensure telephones are answered within company guidelines.
- To help deliver branch sales in line with sales targets by actively selling and promoting company products.
- To negotiate with suppliers and monitor customer orders to ensure smooth delivery for customers and 100% satisfaction.
- To deal with customers both in person and on the telephone, taking orders and helping to resolve customer problems, offering advice where possible.
- Build effective customer relationships to ensure that all sales opportunities are maximised.
- Contact key customers on a regular basis to review the company's performance with them and address any issues.
- Work with the branches dedicated Key Account and Business Development Manager to generate business into the branch.
- Support marketing campaigns and promotions to ensure the maximum benefit is gained.
- To obtain quotes for special items from suppliers to ensure most cost effective option.
- To maintain an up to date knowledge of products in order to deliver exceptional customer service.
- To provide cover for the trade counter as necessary.
- Adhere to all company policies and procedures, to include the Company Dress Code Policy, Standards of Performance Policy and Health and Safety Policy.

Person Specification

John Nicholls is a family run business that has been established for over 50 years. Whilst the company has expanded over the years with a current turnover of £50 million, the company's family values remain embedded within the organisation, always ensuring constant delivery in terms of both the quality of its products and its customer service.

Company person specification

- Committed to delivering the best possible customer service