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| **Job Title** | **Sales Advisor** |
| **Location** | Deeside |
| **Working Hours** | 40 Hours per week 8am – 5pm Mon-Fri |
| **Reports to** | Branch Manager |
| **Job Purpose statement** | Responsible for providing excellent customer service and working to company standards at all times. |
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| **Key Responsibilities & Accountabilities:** | |
| **Responsible For:**   * Supporting the Branch Manager * Handling inbound sales enquiries on the telephone and via e-mail, which involves checking stock levels and pricing using company database. * Processing sales orders using company database. * Dealing with customer queries, obtaining technical information regarding products where required and general customer service * Responding to customer enquiries on the phone or via e-mail or via web based sourcing tool   Sourcing items from other suppliers when required   * Maintaining high standards of administration and customer service to achieve maximum profitability & service level * To positively promote the company and its products and services and ensure that a professional image is provided at all times to customers and colleagues * To undertake, when requested by the Branch Manager or Company Directors, additional reasonable tasks and responsibilities not outlined above in order to support the success and continuing performance of the department and company * To abide by the company’s confidentiality agreement when carrying out all tasks as part of this role | |
| **Essential Skills/Competencies/Experience/Qualifications Required:** | |
| **Key Skills Required:**   * Experience in Sales is preferred * The ability to work under pressure in a busy fast paced environment * Ability to organise, prioritise, multitask, be flexible and meet deadlines * Negotiating skills * Willingness to learn and be flexible in their working arrangements * knowledge in engineering & related products * Enthusiastic, driven and sales orientated * Excellent communication skills, telephone manner and technique as well as good interpersonal skills * Effective numeracy, literacy and word processing skills * Ability to work well with others and be a team player * Commercial awareness i.e. good understanding of sales procedures, net & gross profit as well as purchasing costs & procedures * The ability to handle confidential information in the appropriate manner   **Knowledge Required:**   * Good ICT skills including working knowledge * Good working knowledge of Microsoft Excel and Outlook and Microsoft OneNote * General knowledge health and safety procedures   **Experience (and/or) Qualifications Required:**   * Standard grades in English and Maths as a minimum | |
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| **Policies/Procedures**  I confirm that I am aware of the Companies Quality, H&S and Environmental Policies and that I fully understand their content and my personal responsibilities and accountabilities in relation to these policies.  I am also aware that the Company is duty bound to ensure that I work in a safe environment and if this is compromised, I have the right to invoke the Refusal to Work Procedure. | |
| **Signed by Manager:** | **Date:** |
| **Signed by Employee:** | **Date:** |
| **Name in capitals:** | |