



## JOB DESCRIPTION

Job Title	<b>Sales Advisor</b>
Location	Wardentree Lane, Pinchbeck, Spalding
Working Hours	40 Hours per week 8am – 5pm Mon-Fri
Reports to	Engineering Division Manager
Job Purpose statement	Responsible for providing excellent customer service and working to company standards at all times.
<b>Key Responsibilities &amp; Accountabilities:</b>	
<p>Responsible For:</p> <ul style="list-style-type: none"> <li>• Handling inbound sales enquiries on the telephone and via e-mail which involves checking stock levels and pricing using Profit Plus Software</li> <li>• Processing sales orders using Profit Plus Software</li> <li>• Dealing with customer queries and complaints, obtaining technical information regarding products where required and general customer service</li> <li>• Responding to customer enquiries on the phone or via e-mail or via web based sourcing tool</li> <li>▪ Sourcing items from other suppliers when required</li> <li>▪ Maintaining high standards of administration and customer service to achieve maximum profitability &amp; service level</li> <li>• 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</li> <li>• To undertake, when requested by your 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</li> <li>• To abide by the company's confidentiality agreement when carrying out all tasks as part of this role</li> </ul>	
<b>Essential Skills/Competencies/Experience/Qualifications Required:</b>	
<p>Key Skills Required:</p> <ul style="list-style-type: none"> <li>• Experience in Sales is preferred</li> <li>• The ability to work under pressure in a busy fast paced environment</li> <li>• Ability to organise, prioritise, multitask, be flexible and meet deadlines</li> <li>• Negotiating skills</li> <li>• Willingness to learn and be flexible in their working arrangements</li> <li>• An interest in engineering &amp; related products</li> <li>• Enthusiastic, driven and sales orientated</li> <li>• Excellent communication skills, telephone manner and technique as well as good interpersonal skills</li> <li>• Effective numeracy, literacy and word processing skills</li> <li>• Ability to work well with others and a team player</li> <li>• Commercial awareness i.e. good understanding of sales procedures, net &amp; gross profit as well as purchasing costs &amp; procedures</li> <li>• The ability to handle confidential information in the appropriate manner</li> </ul>	



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**Knowledge Required:**

- Good ICT skills including working knowledge and experience of sales software
- 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

**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:**