

Job Description

Job Title: Internal Sales Executive	Department and Location: Sales Office, Maidstone, Kilmarnock
Reporting To: Commercial Manager	Responsible For: N/A
Other Working Relationships Internal: Sales Admin Team, Contracts Team, UK Sales Team, Bids & Projects Team External: All Customers, Water Authorities, M&E Contractors, Framework Contractors	
Role Purpose: To provide internal sales support, deal with telephone / email enquiries, prepare quotations and act as key point of contact for customers.	
What Good Looks like: Establish Customer confidence, through effective correspondence, promoting our branding, quality, design and unique selling points.	

Role Specifics

Growth Responsibilities / Duties:

Review incoming sales enquiries on a daily basis.

To prepare and submit detailed tender bids for customers in main our market segments (clean & wastewater,Dams Reservoirs & Hydropower, Non-Utility Infrastructure)

Deal with customer queries and orders in a timely and professional manner.

Assist UK Sales Team in retaining existing customer accounts and in developing new business opportunities.

Utilisation of CRM ensuring Project Opportunities are logged and closed accordingly.

Personal Leadership Responsibilities / Duties:

Ensure the swift and effective management of all types of customer enquiries when they arise.

Support new team members through coaching and mentoring and promoting best practice.

Ensure Health and Safety regulations are adhered to at all times.

Ensuring Compliance with Process and Procedures

Lean Responsibilities / Duties:

Prepare and send quotations to customers in a timely manner.

Liaise with suppliers and technical support to ensure quotations meet with our customer's requirements.

Identify and improve the outcome of commercial processes to improve efficiencies, reduce cost and increase customer satisfaction.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Signed (Job Holder): Date:

Authorised by: Commercial Manager	Issue date: May 2024	
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