

Job Description & Role Profile

Job Title: Sales Development Representative
Reports To: Sales Office Manager

Please note:

This job description / role profile is neither exhaustive nor exclusive & will be reviewed on an annual basis & upon operational requirements & staffing levels. If the nature of the work changes, the Role Profile should be updated to reflect these changes. You are expected to perform any work duties or responsibilities within your capability as may be required by the business

Values & Behaviours:

The James Walker ethos of “Putting people at the heart of amazing engineering” is underpinned by a set of values & behaviours that are central to who we are, what we do & why we do it. To strive for excellence in everything we do, it is essential that all employees uphold & live by the James Walker values & behaviours which are:

Build great relationships

- Treat others as they would like to be treated.
- Share your experiences and always welcome feedback.
- Earn people’s trust; see things from their point of view

Know your stuff

- Never stop learning; recognise failure and celebrate success
- Understand our customers and what they need
- Be an expert in what you do

Make a difference

- Give your work the personal touch, showing people you enjoy what you do
- Deliver great service and make someone’s day
- If something goes wrong, amaze people with a dazzling recovery

Get things done

- Make things happen and give it your best
- Get it right first time and never pass on a fault
- Keep your promises

Change for better

- Inspire others by the way you do things
- Never be afraid to try something new
- Ask yourself “is this my best?”

Role purpose:

Working as part of a focused and successful sales team, to exceed sales targets and KPI's set. Building the portfolio of new business along with our Sales Office Manager.

To promote excellent working relationships throughout our Company, its customer base, partners, specifiers and market channels. Maintain effective communication throughout the business at all levels.

Key responsibilities:

- Co-ordinate the day to day management of customers, generate & convert sales leads
- Identify & achieve profitable sales opportunities
- Prepare commercial proposal's (quotations/tenders etc.) in line with customer deadlines or within an agreed timeframe
- Receive inbound calls & build effective customer relationships & loyalty to ensure excellent levels of customer service are provided at all times
- Build strong customer relationships using a range of communication methods.
- Understand customers' business needs & address any issues following upon sales opportunities
- Actively manage any customer complaints & ensure these are resolved to meet/exceed customer expectations
- Ensure the smooth transition to the Sales Office Manager where sales opportunities for new or existing business can't be progressed via the telephone
- Initiate outgoing customer calls with prospective clients to establish qualified appointments .
- Partner & work closely with key members of the sales team to provide sales support & prospecting opportunities, including data gathering & follow up
- Respond to all cancellation requests, claim handling & follow standard operating procedures & escalation policy as appropriate
- Attend sales meetings & participate in learning & training opportunities when appropriate to continuously build customer services & sales knowledge
- Proactively follow up quotations to determine the status of James Walkers proposal's & convert opportunities to orders
- In supporting MD/SOM to make commercial judgments to negotiate & convert opportunities
- Contract review orders received & communicate requirements to manufacturing.
- Be able to use IT systems effectively & in line with company procedures
- Liaise with key stakeholders to ensure customer specifications are adhered to.

Essential job specific key skills required:

- Customer Focused
- Ability to communicate clearly & professionally, both verbally & in writing.
- Has a pleasant, patient & friendly attitude.
- Strong decision making & analytical abilities.
- Strong attention to detail & communication/listening skills.
- Willingness to work a flexible schedule & occasional overtime when needed.
- Possess a strong work ethic & be a team player
- Full Driving Licence

Desirable job specific skills & experience:

- Knowledge of engineering &/or engineering background
- Understanding of our technology & applications across a broad section of industries
- Product and industry knowledge
- Manufacturing knowledge
- Basic Technical knowledge
- Client Visits
- Presentation Skills

Safety, Health & Environmental responsibilities:

It is the duty of all employees to:

- Act responsibly in relation to all matters which may affect the Health & Safety of themselves & others whilst on Company premises, customers' premises & travelling between sites, & to adhere to safety regulations at all times.
- Observe all safety procedures & instructions & assist in maintaining a safe work place & reporting any accidents, hazards, near misses, defects or damages to plant & equipment to the appropriate person.
- Wear appropriate PPE & use safety devices provided by the Company.
- Take care for the health & safety of yourself & others who may be affected by your acts & omissions.
- Report any injuries sustained (or near misses) during working hours.
- Not to interfere with, or misuse anything which has been put in place to secure your Health & Safety.

Quality responsibilities:

It is the duty of all employees to:

- Be conscientious & understand the importance of maintaining a high quality service.

Kea-Flex

Our Customers. Our Team. One Future.

- Follow instructions & procedures to the required standards/operating procedures & to always check the quality of the work you produce.
- Strive for innovative solutions & continuous improvements in all areas of your role.
- Always demonstrate a 'right first time' approach.
- Proactively seek opportunities to improve standards & quality.

Notes

- Job descriptions / Role Profiles are descriptive not prescriptive & as such the employee may be required to perform tasks outside the remit as detailed.
- It is the responsibility of the employee to highlight major role aspects that materially differ from the general outline of the role in order to ensure this document is kept updated / current.
- Annually all job descriptions are subject to review
- Health and safety in all we do is paramount. Effective job descriptions & guidelines ensure we work efficiently to a common goal whilst maintaining a safe environment.
- We are all responsible for our well being and those around us.

Acceptance and understanding

Job Holder

Line Manager

Date

Date

For internal use