

JOB TITLE: SALES OFFICE ADMINISTRATOR / ESTIMATOR

MAIN PURPOSE OF JOB:

To liaise with our internal and external Solutions Team and create an efficient and professional sales office environment. The role will require excellent organisation & communication skills, experience of estimating and customer service.

RELATIONSHIPS

RESPONSIBLE TO:

James Bell – Head of Department ‘Bell Plumbing Solutions’

LIAISON WITH:

Internal and External Sales Managers, Branch Managers, Customers, Suppliers and Office Staff

MAIN TASKS OF JOB:

RESPONSIBILITIES

- i. Create an efficient and professional sales office environment
- ii. Generate high quality quotations and estimates.
- iii. Prioritise workflow & liaise with colleagues and our key suppliers to secure technical support for projects generated by Bell Solutions & UNICO Specialist Partners
- iv. Provide excellent customer service: telephone manner, verbal & written communication
- v. Maintain accurate customer records, sales data and create reports using our Profit+ CRM / filing system
- vi. Order processing and stock replenishment
- vii. Constantly looking to develop new procedures and sales tools to support our sales strategy

You may be required to perform other duties which may be reasonably expected of you within the company. Amendments may be made to your job description from time to time in relation to our changing needs and your own ability.

SKILLS REQUIRED:

- i. Excellent customer service and proven track record operating in a busy office environment
- ii. Knowledge of the plumbing and heating industry
- iii. Excellent product knowledge and technical understanding of central heating products
- iv. Excellent communication skills: written and verbal
- v. Excellent negotiation & sales skills

- vi. Self-motivated with the ability to lead and use their own initiative
- vii. Must be a team player and support other departments and branch staff when required
- viii. Competent with Excel, Word, office 365 and CRM systems

This person will play an important part in our overall medium and long-term growth strategy. The role for this person will continue to evolve and develop as the business expands. We envisage building a team so management skills will also be a key requirement as we develop the business.