

Internal Sales Co-ordinator Job Description

Company Background

Encon Insulation & Nevill Long is the leading independent UK distributor of thermal and acoustic insulation, interior systems, fire protection, construction products, roofing and external façade materials.

As the Distributor of Choice, we take pride in providing the highest level of service and support. We have around 600 employees, with specialist teams dedicated to our key market sectors, and we work hard to add value to every project.

The Role

The main responsibilities of the role is to provide an internal sales and sales administration function at the branch, which maximises enquiry conversions to orders, all within the guidelines of pricing policies. As an Internal Sales Executive, you will achieve sales budget and contribution, actively seeking sales opportunities by up-selling or cross-selling through pro-active targeted calls.

As an Internal Sales Co-ordinator, you will report to the Sales Office Manager/Business Unit Manager or Branch Director.

Key Relationships

Internally – Branch Director, Regional Director, Regional Sales Manager, External Sales Team, Branch Employees and Credit Control

Externally – Customers

Candidate Requirements

Behaviours:

- Customer focussed
- Good communicator
- Excellent negotiation skills
- Results driven
- A team player
- Detail conscious
- Personable
- Business focussed

Skills:

- Experienced in customer service.
- Highly numerate with strong accuracy and attention to detail.
- Proficient with IT, particularly Excel, Word and Outlook.
- Strong written and verbal communication skills.
- Experienced in sales.

Key Responsibilities

Customer Service & Performance:

- To follow up and file quotations issued to check competitiveness and to secure sales.
- To provide feedback on pricing levels to Managers.
- To maintain content and accuracy of sales daybook.
- To assist with project tracking of potential business.
- To answer general customer enquiries, advising product availability, delivery dates, transport schedules, and product lead-times promptly and accurately.
- To deal with customer complaints in a fair and reasonable manner to resolve problems quickly and satisfactorily for all parties concerned.
- To proactively call nil spend/dormant/targeted accounts as requested by Management.
- To respond to telephone sales enquiries, pricing in accordance with current guidelines, to maximize their profitable conversion to orders.
- To assist in collecting cash from debtors, where this is appropriate.
- To receive, examine, and link confirmation orders, advising any amendments necessary to originals.
- To check and confirm dates and content of direct deliveries as they fall due.
- To pass checked and confirmed direct deliveries daily to invoicing.
- To liaise with suppliers on schedules for incoming goods for specific orders.
- To liaise with the Transport Manager to advise customers of any alterations to delivery schedules.
- To keep own price lists current and updated.
- To assist in maintaining current and updated price lists and manufacturer literature at the branch.
- To assist with periodic stock takes where required.

Compliance:

- To issue price quotations in response to enquiries, and to price tender documents in accordance with current policies.
- To offer credit facilities to prospective customers, observing the credit control procedures.
- To take heed of credit control disciplines in the course of all transactions, with particular regard to credit limits and to accounts on suspension.
- Ensure you are familiar with health and safety rules and regulations, and that your responsibilities as an employee, in respect of health and safety, are carried out in full.

Standard Terms, Conditions and Benefits

Working Hours	40
Notice Period	1 Month
Restrictive Covenant	3 Months
Holiday Entitlement	23 Days
Encon Work Save Pension	Yes
Life Assurance Plan	Yes
Bonus Scheme	Yes