

## **JOB DESCRIPTION**

<b>Job Title:</b>	<i>Senior Sales Engineer</i>
<b>Department</b>	<i>Sales</i>
<b>Reporting To:</b>	<i>Mr.D.J.Nock – Chairman &amp; Managing Director.</i>
<b>Key Working Relationships (internal and external):</b>	Chairman & Managing Director, Company Departmental Managers & Personnel. Co-ordinating with Customers, Suppliers & Third Party Sub-Contractors.
<b>Key Accountabilities:</b>	<p>First point of contact for clients, answering telephone and email enquiries, queries and providing technical advice and expertise. Utilising technical knowledge and sales skill to produce bids and tenders and secure orders to the minimum average value of £15,000.00 KPI per week. Monitoring risk awareness. Excellent organisational skills. Strong interpersonal skills. Good communication and negotiation skills. The ability to use your initiative and make decisions under pressure. Managing client expectations.</p> <p>Liaise with sales, production departments, customers &amp; supply chain. Ability to work in a methodical, accurate manner to produce the required standard of documentation. To preserve the reputation of the Company to ensure the product and materials are compliant to the quotation &amp; sales order. Customer facing with the ability to maintain relationships at all levels.</p>

### **The purpose of the job:**

First point of contact for clients. To produce accurate technical and commercial sales quotations & sales orders. To provide both pre and after sales advice. Achieving weekly sales targets to ensure continuity of business. Exceptional customer service.

### **Key responsibilities:**

- Calculate & produce quotations competently & commercially accurate in a timely manner to meet client requirements and tender deadlines.
- Negotiate & secure tenders to meet both client and company needs.
- Meet weekly minimum average sales targets of £15,000.00 KPI.
- Provide sales technical assistance and product education to clients, third parties & business personnel.
- Issue production documentation in a timely, clear & accurate manner.
- To create and maintain strong relationships with customers, suppliers and the businesses personnel.
- Persuade clients that a product or service best satisfies their needs in terms of quality, accuracy, price and delivery.
- Develop long-term relationships with clients, through managing and interpreting their individual requirements.
- Liaising with existing clients to generate enquiries and sales orders.
- Search for new clients who might benefit from company products or services to maximise client potential.
- Administer client accounts.
- Detailed product knowledge, understanding of technical specifications, working drawings and the expertise to understand customer requirements.
- Ability to prioritise tasks.
- Track your sales activity.
- Write reports on sales analysis and customer feedback when required.
- Strong team player integrating with all members of staff on a daily basis.

- To mentor and support other members of staff.
- Play an active role in driving Customer service.
- Executing the duties of the position such that the focus is largely proactive versus reactive.
- Provide support for the Managing Director.
- Carry out administrative tasks.
- Visit Customers & key suppliers.
- Work in accordance with ISO 9001.
- To co-operate with the Company in complying with relevant health and safety legislation, policies and procedures in the performance of the duties of the post.
- Support marketing activities by attending trade shows, conferences and other marketing events.
- To maintain confidentiality and observe data protection and associated guidelines where appropriate.
- Keeping office area neat and tidy.
- To carry out any other reasonable duties and responsibilities within the overall function commensurate with the level of responsibility of the post.

Prepared by Mr.D.J.Nock – Chairman & Managing Director

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The Company reserves the right to vary, add or amend the duties and responsibilities of the post holder at any time according to the needs of the Company's business.