



JOB DESCRIPTION

Sales Team
Reports to:

Sales Advisor
Sales Office Manager/Depot Manager

GENERAL

The Sales Advisor's main role is to ensure that the highest priority is given to answering the telephone and dealing with all enquiries professionally using the correct telephone manner. Communicate all relevant information to the correct individuals.

JOB OBJECTIVES

To ensure a high level of efficiency and accuracy is achieved, providing a high standard of customer care in all aspects of the sales office operation. Promote teamwork within the department and maintain excellent working relations with all other departments.

Key Responsibilities and Duties	Performance indicators
1. Technical and Product Knowledge	
1.1 Maintain a detailed knowledge of Company products, systems and services and apply it effectively in understanding customer requirements.	<ul style="list-style-type: none">+ Customers kept informed and requirements satisfied.+ Provide product samples when requested.+ Keep self up-to-date with new products.+ Keep library up-to-date and tidy.+ Request product training in poor areas of product knowledge.+ Advise customers of alternative products if the requested item is out of stock or unavailable.+ Identify and suggest alternative products that can be entered onto our system.

2. Sales Order Processing & Procedures

2.1 Efficient sales order processing by staff.

- + Highest priority to answering the telephone.
- + Customers advised of the correct delivery days and communicate any delays.
- + Minimise roll wastage by following procedure documentation 04.01.
- + Correct batches allocated when selecting rolls.
- + Request customer reference number and adhere to special message request.
- + Annotate fitters name and mobile number on site deliveries.
- + Inform customers help required for unloading for sites.
- + Detail other information within the notepad concerning taxi costs. On cost all taxi charges by 50%.
- + Advise customers of split box charges if applicable.
- + Requested delivery requirements and are in line with purchase order.
- + Annotate in instructions if delivery date is flexible against system: specify date to assist warehouse.
- + Annotate any urgent delivery requested dates and monitor accordingly by printing a back order report daily. Chase manufacturers directly if necessary.
- + Monitor back orders for those staff that are absent.
- + Professional telephone manner adhered to at all times.
- + No additional discounts given unless authorised by the customer's area sales manager. No discount on nett products.

2.2 Complaints dealt with professionally


- + Product complaints are dealt with quickly and efficiently using the complaint file within our system.
- + Contact manufacturer immediately for investigation if applicable.
- + Advise accounts department if payment withheld.
- + All complaints resolved within two weeks.
- + Service complaints are dealt with immediately and a response by letter within three working days.

2.3 Customer returns

- + All customer requests to collect goods to be fully investigated prior to organising collection.
- + Establish whose fault and agree handling charges.
- + Non-stocked products not to be returned unless agreed with manufacturer. Complete the RTN form and circ.
- + Reprinted tickets produced if certain original ticket not in circulation.

2.4 Amendments to sales orders are in line with procedures to minimise stock loss	<ul style="list-style-type: none"> ✚ The original ticket struck through as cancelled. ✚ Goods returned to original location for both cancelled and amended tickets.
3. Trade Counter/Buying	
3.1 Familiarise yourself with trade counter products	<ul style="list-style-type: none"> ✚ Assist the trade counter sales within this area as and when required.
3.2 Goods Cash Control to minimise cash shortages	<ul style="list-style-type: none"> ✚ Accurate cash control. ✚ Daily cash sheets completed and assist in morning till checks if required. ✚ All non-account cheques guaranteed, stamped and completed correctly.
3.3 Outstanding collections regularly checked and chased for collection	<ul style="list-style-type: none"> ✚ Check outstanding collections regularly, and chase with customers prior to month end.
3.4 Keep customer sample area up-to-date	<ul style="list-style-type: none"> ✚ Daily top up of customer sample area. ✚ Order replacement samples from manufacturers weekly. ✚ Order own brand carpet samples from Croydon when required. ✚ Advise out of stock branded samples by internal mail to Brian Walters.
3.5 Maintain good housekeeping	<ul style="list-style-type: none"> ✚ Keep office tidy; corridors and fire exists clear. ✚ Maintain tidy workstations
4. Personal Requirements	
4.1 Able to demonstrate a willingness and ability to perform all functions of the team and relevant responsibilities.	<ul style="list-style-type: none"> ✚ Able to effectively deal with and operate all aspects of the sales, trade counter and purchase department. ✚ Able to assist in training new staff and cross training in the other sales office areas.
4.4 Continual professional development to undertake training as required.	<ul style="list-style-type: none"> ✚ Set own performance standards and targets. ✚ Recognise areas for development.

5. Visitors to Sales Office

<p>5.1 Log and provide information of all manufacturers representative's visits concerning sales, merchandising and the trade in general.</p>	<p> All representatives sign in the visitor's book.</p>
---	--

This Job Description is demonstrative only and not exhaustive. It does not preclude the Company from introducing amendments or additions at any future date to the duties described, as necessary from time to time