

JOB TITLE: INTERNAL CONTRACTS MANAGER & SALES ESTIMATOR**MAIN PURPOSE OF JOB:**

To actively manage and co-ordinate several key contracts and customers daily. You will be supporting and working with our senior management team and branch managers to facilitate day to day activities including all elements of the buying, selling and delivery process. Understanding our customers, building relationships and excellent customer service is critical to this role. You will be part of an experienced and professional team with exceptional knowledge and reputation. The role will require excellent organisation & communication skills, experience of estimating and customer service.

RELATIONSHIPS**RESPONSIBLE TO:**

Head of Department - Bell Plumbing Supplies & based out our Kings Norton Facility

LIAISON WITH:

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

MAIN TASKS OF JOB:**RESPONSIBILITIES**

- i. Effective contract / project management and working closely with several key customers
- ii. Generate high quality quotations and estimates.
- iii. Prioritise workflow & liaise with colleagues and our key suppliers to ensure projects and products are delivered on time and in full
- iv. Attention to detail and excellent customer service is critical. Inc telephone manner, verbal & written communication
- v. Maintain accurate customer records, sales data and create reports using our OGL 'Profit+ CRM system'
- vi. Order processing and pricing accuracy
- vii. Constantly looking to develop new procedures and sales tools to improve and support our long term 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.