

JOB DESCRIPTION

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|------------------------|---------------------------------|--|---------------------------|
| JOB TITLE: | Sales Administrator / Telesales | | 14 th May 2021 |
| BUSINESS UNIT: | Envirogen Commercial Team | | |
| REPORTS TO: | Head of Consumables | | |
| SUPERVISION OF: | N/A | | |

JOB FUNCTION (summary of job function in a few sentences)

This position's primary purpose is:

1. Working with and supporting the Head of Consumables, the Commercial team, colleagues within Envirogen and any third-party representatives providing sales support with a main focus on consumable sales.
2. To assist in the development and consolidation of consumables sales and market share within the within the UK territory in accordance with ENVIROGEN's expectations and guidelines.
3. Ensuring that customers are supported and managed inline with the direction and strategy of ENVIROGEN.
4. The role requires a strong relationship building capability with a Customer focus to ensure Customer needs and requirements are met within a timely and professional manner.
5. Ensure that ENVIROGEN is projected at all times to be the optimum source of procurement for consumables, systems, services and products which it offers.
6. You have a passion for Customer satisfaction and relationship development.
7. Good communication & negotiation skills.
8. Be results oriented and have a can do attitude.

DUTIES AND RESPONSIBILITIES (technical, managerial, financial, safety, quality)

GENERAL:

1. To represent ENVIROGEN in a professional manner at all times.
2. To comply with all ENVIROGEN codes of Ethics, Policies and Procedures
3. To maintain a Prospect focus and to strive at all times to meet the needs of the Customer/Prospect inline with the objectives and needs as defined by ENVIROGEN.
4. To maintain the highest credible image of ENVIROGEN within the market and UK territory.
5. Other tasks and responsibilities to meet the companies needs as determined by senior management as required.

MAJOR RESPONSIBILITIES :

1. Be the first contact for incoming consumable, parts & cylinder sales enquiries and where necessary see the enquiry through to closure.
2. Generate list price quotes with pricing set by the Head of Consumables or colleagues when appropriate eg. Urgent quotes required when the sales team are on the road.
3. Generate list less quotes up to £1K or an agreed value with the Head of Consumables.
4. Generate quotations for existing customers repeat orders.
5. Regular follow up quotations sent to customers and routinely calling regular customers to nurture / develop consumables related business through the development of Customer/Prospect relationships.
6. Reply same day to web enquires by sending quotations, information or acknowledgement of the enquiry.
7. Log / Store all quotes on the Envirogen server customer folder.
8. Load purchase orders and create sales orders.
9. Send customer Order Acknowledgments / product literature.
10. Raise proforma's where necessary.
11. Monitor minimum / maximum consumables stock levels re: ordering or highlighting shortfalls.

12. Liaise with stores with regards packing notes delivery instructions.
13. Raise PO's with suppliers for all consumable orders with drop ship address.
14. Monitor schedule orders, contact key customers with regards to despatching / deliveries.
15. Updating protean selling prices.
16. From time to time support the Commercial Director or Head of Consumables by generating customer / revenue reports.
17. Manage any part sales invoicing & Invoice queries that may arise relating to consumable sales.
18. Attend internal & external sales meetings where applicable.
19. Assist in the preparation of any customer support documentation required.
20. Work with the Marketing department to Envirogen brand 3rd party data sheets.

PRINCIPAL CONTACTS (internal and external)

Prospects/Customers, Clients, Suppliers, Commercial Director, Head of Consumables, Commercial Team, Service Department, Procurement team, Engineering Team, Manufacturing, Despatch.

EDUCATION (essential and desirable)

Good literacy and numeracy skills.
PC Literate – Microsoft software.
4 GCSES, English, Maths.

SKILLS & EXPERIENCE (essential and desirable)

1. A strong sales and general sales administrator background who has a passion for customer service.
2. Work must be consistently accurate, timely and complete with emphasis on promoting ENVIROGEN as the supplier of choice.
3. Very good communication skills are required with the ability to express information in a clear and concise manner.
4. Adequate preparation for meetings as well as skills in listening and understanding other points of view are needed. Understanding and use of the English language is required.
5. Co-operation with the ENVIROGEN management team is required. Decisions and actions must promote the success of the organisation.
6. Strong customer relationship development skills both for short and long term business development and growth.

ENVIROGEN COMPETENCES (plus other essential competencies)

Customer Focus
 Self responsibility and accountability
 Professional excellence
 Transparency and openness of action/communication
 Valuing differences
 Teamwork
 To ensure that ENVIROGEN is well promoted and known for their consumables, systems, products and services.
 Punctual completion of internal administration and reporting paperwork.
 Achievement of and performance, achievement of objectives and development of such resources to meet the overall objectives and commitments of ENVIROGEN.

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|--------------|--------------------------------|-------------|--|
| Completed by | Steve Parker | Approved by | John Jepson |
| Job Title | Head of Consumables | Job Title | Commercial Director |
| Date | 12 th November 2020 | Date | 12 th November 2020 |
| Signature | S Parker | Signature |  |

I have read the above job description and can confirm that I understand and agree to work to its content.

| Name | Signature | Date |
|-------------|-----------|------|
| Emily Jones | | |