



## JOB DESCRIPTION

### Internal Sales Co-Ordinator

<b>Job Title</b>	<b>Internal Sales Co-ordinator</b>
<b>Reporting Structure</b>	The Internal Sales Co-ordinator reports to the Customer Services/Sales Office Team Manager.
<b>Direct Reports</b>	None
<b>Main Purpose</b>	<ul style="list-style-type: none"><li>▪ To provide excellent customer service both to internal and to external customers.</li><li>▪ To actively manage customer accounts and grow sales revenue with upselling/cross selling.</li><li>▪ Accurately process customer orders and other enquiries &amp; to act as the main liaison between Taylor and the customer.</li><li>▪ To verify that the product/service specification, pricing, terms &amp; conditions of orders and quotations is correct and that the company processes for discounts, trade-ins or other credits has been followed and documented correctly.</li><li>▪ To be the principal support function for the external sales force, preparing quotations and resolving queries.</li><li>▪ To maintain and build robust customer/working relationships.</li></ul>
<b>Key Tasks</b>	<ul style="list-style-type: none"><li>▪ To serve as liaison between the customer Area Manager and various departments.</li><li>▪ Provide customers with friendly professional support and advice.</li><li>▪ To make and answer customer service/sales telephone calls, enquiries, deliveries and complaints.</li><li>▪ Actively chase customer Quotes and Orders within KPI's.</li><li>▪ Updating a CRM system with all communication effectively and accurately.</li><li>▪ Efficiently managing a shared sales inbox as well as a personal email inbox.</li><li>▪ Handle customer complaints sensitively and recommend resolution and follow up.</li><li>▪ Provide pricing and delivery information, process orders and prepare quotes for all Taylor products in a timely and accurate manner.</li><li>▪ Resolve queries in a proactive, efficient manner.</li><li>▪ Expected to upsell and cross sell on each call to maximise revenue for the company.</li><li>▪ Working towards sales revenue targets.</li><li>▪ Outbound Sales calls.</li></ul>
<b>Required Skills</b>	<ul style="list-style-type: none"><li>▪ Excellent Customer Services skills preferably gained in a blue-chip organisation.</li><li>▪ Commercial awareness.</li><li>▪ Excellent Time management skills &amp; able to prioritise workload.</li><li>▪ Exceptional sales energy &amp; very positive in the workplace.</li><li>▪ High level of motivation.</li><li>▪ Excellent numeric and literacy skills.</li><li>▪ Must have strong organisation and co-ordination skills.</li><li>▪ Good understanding of customers' needs for products and services</li><li>▪ Fluent English and excellent grammar are prerequisites.</li><li>▪ Understands the concept of business systems and processes, and has a very organised systematic, yet adaptable way of working.</li><li>▪ Able to produce accurate daily summary reports to their manager.</li><li>▪ Commitment and passion to delivering excellent customer service and willing to go the 'extra mile'.</li><li>▪ Proficiently working as a team &amp; individually.</li><li>▪ Proficient in Microsoft Office, Word, Excel, Outlook, Adobe Acrobat.</li></ul>

	<ul style="list-style-type: none"> <li>▪ Willing to work flexible working hours.</li> </ul>
<b>Health &amp; Safety</b>	<p>The job holder must: -</p> <ul style="list-style-type: none"> <li>▪ Understand the company Health &amp; Safety procedures</li> <li>▪ Inform the relevant Manager of any hazard encountered in the place of work</li> <li>▪ Be responsible for his/her safety and the safety of others within the workplace.</li> <li>▪ Wear any PPE when required to do so.</li> <li>▪ STOP work on any job where required due to Health and Safety</li> </ul>

<b>Signed Job Holder</b>		Date	
<b>Signed Line Manager</b>		Date	