

Job Description

Title: Cladding and Decking Sales Advisor

Purpose: To advise on and sell timber cladding, decking and fixings contributing to the business growth ambitions

Line Management: Sales and Marketing Director

Job Scope: The key point of contact between Russwood and its cladding, decking and fixings customers; architects, designers, contractors and end users. This includes answering queries, offering technical advice and guidance on new and existing product lines ensuring a professional customer experience at all times.

Responsibilities:

1. Increased turnover growth of the business

- Ensure quote and sample requests are provided accurately and on time
- Ensure sales orders are processed accurately
- Ensure all work instructions, processes and quality standards are met in line with ISO requirements
- Maximise cross and up selling opportunities
- Develop a deep understanding of national trading conditions, competitors, market opportunities and buyer behaviours
- Carry out cladding and decking tours
- Provide technical advice on cladding and decking products and their application
- Liaise with Marketing Manager with regard to appropriate projects for promotion plus any website changes or improvements
- Attending on-site customer/supplier visits as required
- Representing Russwood at shows and events
- Effective and friendly liaison with internal and external customers
- Maintain relationships with suppliers and liaise with the Operations Director to address product issues promptly.

2. Improved net profit by operating efficiently

- Responsibility for ordering bespoke products from suppliers
- Be proactive and assist in the constant improvement of sales through effective communication and procedures
- Effectively manage all architects and contractors within a project
- Ensure relevant customer information is captured and recorded on the CRM system

3. A knowledgeable, skilled and capable team

- Keep own product and system knowledge up to date and take part in training as required
- Effective team working
- Ensure Company Health & Safety Policy is adhered to at all times. Awareness of your own Health & Safety along with that of your colleagues with a responsibility to report any H&S issues that arise
- Giving and receiving feedback to support continuous improvement within the department
- Ensure good timekeeping and attendance