



## **Sales Executive – Job Description**

The purpose of this role is to grow and maintain sales through the development of strong customer relationships.

### **Job functions:**

#### **Communication:**

Maintain regular communication with all customers using various channels such as phone, email and site visits.

Build sustainable relationships of trust through open and interactive communication

Follow internal measures with regards to customer communications.

Manage large amounts of incoming calls

Inform customer of deals and promotions

Conduct customer face to face visits in a geographical area on a regular basis (at least once per quarter)

Keep records of customer interactions, process customer accounts and file documents

#### **Sales:**

Meet personal/team sales targets and call handling quotas

Pro-actively call customers to sell company products and stock

Prepare product or service reports by collecting and analysing customer information

Upselling when opportunities arise

Ensure all sales queries are followed up

Deal with end user queries

Attend sales meetings

#### **Order processing:**

Placement of orders, refunds, or exchanges.

Work with dispatch to ensure loads are complete and spares etc are shipped in most economical way.

**Aftersales:**

Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution

Handle complaints, provide appropriate solutions and alternatives within internal measure time limits and follow up to ensure resolution

Answer questions about warranties or terms of sale

**NPD:**

Recommend potential products or services to management by collecting customer information and analysing customer needs

**Other:**

The requirement may arise to attend marketing / promotional activities such as shows, product launches and any other events deemed appropriate.

**Essential criteria:**

- Proven customer support experience
- Track record of over-achieving quota
- Strong phone contact handling skills and active listening
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills
- Ability to multi-task, prioritise and manage time effectively

**Desirable criteria:**

- Familiar with CRM systems and practices

Salary negotiable depending on experience.

**Apply:**

Email CV and cover letter to [info@nugentengineering.com](mailto:info@nugentengineering.com)

Closing date: Friday 22nd March 2019