



JOB DESCRIPTION

Job Title	Sales Consultant
Business	Havwoods Limited
Location	UK
Reports to:	Sector Leader

Company Background

Established in 1975 by the Whiley family, Havwoods' is committed to quality, expertise and service with a passion for design which has made us a global premium wood flooring company servicing architects, specifiers, contractors and end users around the world. Havwoods operates directly in the UK, Australia and North America, with distribution partners supporting the rest of the world.

Havwoods remains a family owned business, and despite our big ambitions there is a passion to ensure we treat all our stakeholders in line with the values embedded into the business since 1975.

Primary Purpose of Role

The Sales Consultant's (SC) role is to convert the leads from the relevant Havwoods' market sector into orders and sales.

This is an 'in-house' sales role, conducted mainly by phone, email, and other IT supporting tools. It includes all activities part of the selling process, such as leads management; leads qualification; identification and articulation of prospects' needs into wood flooring solutions; pricing and quoting to win (and be aligned with margins targets); proactively following the sales process and all activities needed to succeed including resilient relationships with all stakeholders involved; closing the sales and agreeing all the terms and conditions; ensuring the orders are invoiced and shipped in a timely manner; and other similar activities.

Compliance:

- As a Brand Ambassador, must be positive and respect Company Mission and Values at all times.
- Respect fellow Team Members.
- Perform all duties in an efficient, professional and courteous manner
- Professional work ethic. Lead by example including regular and punctual attendance, obedience, loyalty and honesty to management always.
- Being fanatical about upholding of the company brand.
- Undertake additional hours to complete tasks, as appropriate.
- Regular KPI reporting to Management
- Ensure adherence to safe operating procedures and workplace health & safety obligations.
- Ensure compliance with all Workplace legislation and Company policies and procedures
- Ensure H&S and HR Training Courses are up to date

Key Responsibilities/ Accountabilities
<p>Sales</p> <ul style="list-style-type: none"> • Dealing with customers providing consultancy advice throughout the sales process to promote the Havwoods brand and win a sale • Understanding the clients need and qualifying the opportunity to ensure the appropriate product in terms of budget and client environment is proposed. • Provide quote, action sample requests and buying material to the client and ensure all the USP's are communicated • Ensuring the client is followed up during the sales process and receives all the information required to make the buying decision. • Raising sales orders and ensuring stock is allocated • Have a full understanding of the products in the Wood Book and any new products that are introduced into the Wood Book. • Daily reporting on activities to sector leader • Sign post client to alternative supplier should Havwoods not have suitable proposal <p>Sales Process</p> <ul style="list-style-type: none"> • Monitor personal monthly targets. Report on monthly forecast for sales out and update sector leader on current/expected status for month. • Manage order delivery stage including; <ol style="list-style-type: none"> 1. liaising with purchasing regarding stock and deliveries 2. liaising with transport regarding any specialist delivery requirements 3. requesting and managing call off schedules adding break down to OGL 4. liaise with accounts regarding customer accounts, deposit invoices, payments etc • Admin sales duties including emails and phone calls. • Keep log of all open orders– helps to keep track of anything waiting to go or anything that has gone past delivery date.

Key Performance Measures
<ul style="list-style-type: none"> • Quotes, Value and volume • Conversation rate • Sales in • Sales out • All CST orders are up to date on the system • Reliability • Time management skills • Positive feedback from Directors and staff

Skills, Experience & Qualifications
<ul style="list-style-type: none"> • Excellent written and verbal communication • Competency in Microsoft applications including Word, Excel and Outlook • Good time management skills • Able to contribute positively as part of a team, helping out with various tasks as required. <p>Benefits & Rewards</p> <ul style="list-style-type: none"> • Bonus Incentives • Long term employment stability and ongoing business support and Training • Career advancement opportunities in a growing business.

Direct Reports to this Role
<ul style="list-style-type: none"> ▪ Nil

Key Relationships	
Internal	<ul style="list-style-type: none"> • Havwoods Team
External	<ul style="list-style-type: none"> • Clients • Contacts • Customers

Role Description Approved By	Andrew Barnes
Date	30-Sep-20