

R O M E R I L S

JOB DESCRIPTION CONTRACT BATHROOM SALES

Bathroom Contracts Department

Our Vision

To be Jersey's leading supplier of building materials to the Trade, Retail, and DIY sectors. Delivering the **"Best of the Best"** in customer service is at the core of everything we do.

Our People

To be able to deliver our vision, we need self-motivated, passionate people who can offer quality customer service whilst performing with honesty and integrity. We provide a friendly, enjoyable and supportive work environment.

The Department

The Trade Centre supplies trade and retail customers with plumbing, heating and building materials. We know and engage with our customers, which gives us knowledge on delivering what they want.

The Role

The purpose of this position is to Assist the Contract Team in all aspects, from survey, design, quote prep and presentation. In addition to maximise every contract sales opportunity and at the highest level of profitability alongside negotiating the best possible prices.

Reporting lines

Reports directly to the Contracts Manager.

Standards

- ✓ Deliver excellent service to all customers, internal and external
- ✓ Be honest, reliable, and professional at all times
- ✓ Follow standard procedures and health & safety protocols
- ✓ Take pride in your work and support the overall success of the branch
- ✓ Every employee is expected to be honest and trustworthy in their dealings with customers, colleagues and the company.
- ✓ Nothing less than excellent customer service is acceptable with both external and internal customers.
- ✓ A high standard of confidentiality is required with our working practices and operating systems.
- ✓ All staff are expected to work as part of the team.
- ✓ All staff are expected to work efficiently and accurately.

PERSON SPECIFICATION

Knowledge of:

Sinks, taps and worktops	Bathroom Products	
Building regulations	Fitting regulations	Basic installation

Skills required:

Effective communication	Effective reading & writing	Relationship building
Selling skills	Team working	Problem solving
Numerate	Accurate	Prioritisation
Time management		

Attributes

Trustworthy & reliable	Honest	Professional & personable
Flexible	Calm under pressure	Tact and discretion

PRINCIPLE RESPONSIBILITIES

The Contract Bathroom Sales person will demonstrate considerable initiative in all areas of the department and specifically in sales performance. In addition, they will also organise activities to deliver the best care for customers possible in all aspects including enquiries, sales, deliveries, complaints and after sales service.

The post holder will keep in complete confidence prices, discounts, profit margins, company performance, personnel details and similar commercial information and only discuss these matters with the manager or senior management.

The Contract Bathroom Sales person will assist in the efficient operation of the department, to include, but not exclusive to:

1. The effective use of company trading system Bistrack
2. Working within financial constraints
3. Maximise all sales opportunities
4. Report and consult with the Contracts Managers on all matters concerning suppliers and specifically on supply and costs
5. To gain a thorough technical knowledge of all products and applications including the features and benefits
6. Ensure security of products
7. To make recommendations to the Contracts Managers regarding materials and suppliers
8. To ensure customer care is exercised to its maximum with the assistance of the Installation Manager
9. To implement all company policies and procedures
10. To be aware of other departments products and service

Products and Stock

1. Recommend and manage a portfolio of goods and service for sale
2. Research and recommend to the Contracts Managers new suppliers and prices before acceptance
3. Responsible, with the assistance of the Contracts Managers for negotiating terms and conditions of supply with existing and new suppliers
4. Responsible for price checking of quotes and orders
5. Responsibility with support to undertake and record accurate stock records at regular intervals
6. Actively control and reduce/Clear surplus, unwanted specials
7. Control stock levels, such as overstocks, non-sellers, D lines and negative stock

Planning

1. With assistance plan, prioritise and organise work
2. Meet deadlines pre-set by customer, manage client expectation whenever possible

Financial consultation with the Contracts Manager

1. Pricing of materials and allocations of discounts
2. Achieving financial targets, including gross profit and margins
3. Ensuring developers and specifiers are given the best terms and service

Systems

1. Have a full understanding of company trading system Bistrack
2. Have a comprehensive knowledge of Stock management
3. Adhere to established systems and monitor control accordingly

Marketing

Consult with Contracts Manager and contribute to all marketing and promotional activities.

Changes

Because of the diversity of our business, this job description will inevitably change. There will be the need, from time to time, to undertake other activities that fall within the capabilities of the role holder, as directed by management.