



ROMERILS

JOB DESCRIPTION

BUSINESS DEVELOPMENT CONSULTANT

Trade Centre

Our Vision

We are a vibrant retail market leader delivering the best, enjoyable shopping experience to inspire homeowners, while giving outstanding service. We know and engage with our customers, which gives us knowledge on delivering what they want. 'Best of the Best' in customer service is at the heart of all 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 the role is for the Business Development to work closely with the Trade Centre Branch Manager in all commercial aspects of the company's business to maximise every sales opportunity at the highest level of profitability whilst maximising the Company's profitability

Reporting Lines

Reports to the Trade Centre Branch Manager.

Standards

- ✓ 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
- ✓ All Standard Operating Procedures (SOPs) must be followed at all times

PERSON SPECIFICATION

Knowledge of:

Plumbing/Heating	Building Materials	Microsoft Office packages
------------------	--------------------	---------------------------

Skills required:

Effective verbal and listening	Selling skills	Numerate
Initiative	Problem solving	Prioritisation
Self-management	Time management	Driving licence

Attributes

Flexible	Reliable	Logical
Accurate	Organised	Common sense
Calm under pressure	Eye for detail	Meets deadlines

PRINCIPLE DUTIES

They will also be responsible for assisting their manager in the efficient operation of the Department, to include, but not exclusive to:

1. Working under own initiative to maximise every sales opportunity
2. Develop effective communication with customers
3. Expand and develop the portfolio of products sold by the Company by carefully appraising customer needs and competitors' products
4. Establish and maintain constructive working relationships with our suppliers
5. Follow up quotations and report the outcome to the relevant Department Manager
6. Monitor the Company's competitors and feedback information on a regular basis
7. Suggest and develop procedures for improving our level of customer service
8. Develop a proficient knowledge of our products and their features and benefits
9. Answering customer phone calls, responding to queries, pricing requests, stock requests, quotations
10. Producing written quotations
11. Processing special order transactions
12. Liaising with suppliers to obtain quotations/contract prices, list prices, terms, availability, technical information etc.
13. Maintaining and filing all copies of quotations and correspondence
14. At times, attending key customer visits with big suppliers
15. During busy periods assist on the Trade Centre counter to serve our customers
16. Any other ad-hoc duties that arise at the request of the Trade Centre Manager or Assistant Manager

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.