



# ROMERILS

## JOB DESCRIPTION

### **Sales Development Representative** Trade Centre

#### **Our Vision**

To be a place where people and relationships always come first.

To be Jersey's leading supplier of domestic & commercial plumbing and heating equipment, timber and building materials for the Trade, Retail, and DIY enthusiast. '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**

Our La Collette Merchant operation services the trade, construction industry, including all types of contractors and consultant. Primarily with Plumbing 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 Management in all commercial aspects of the company's business to maximise every sales opportunity to maximising the Department's & 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



R O M E R I L S

## PERSON SPECIFICATION

### Knowledge of:

Plumbing/Heating  
Microsoft Office packages

Timber & Building Materials

### Skills required:

Effective verbal and listening  
Initiative  
Self-management

Selling skills  
Problem solving  
Time management

Numerate  
Prioritisation  
Driving licence

### Attributes

Flexible  
Accurate  
Calm under pressure

Reliable  
Organised  
Eye for detail

Logical  
Common sense  
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.