

Sales Office Manager Job Description

Company Background

Encon Insulation & Nevill Long is the leading independent UK distributor of thermal and acoustic insulation, interior systems, fire protection, roofing, construction products and external façade materials.

As the Distributor of Choice, we take pride in providing the highest level of service and support. We have around 600 employees, with specialist teams dedicated to our key market sectors, and we work hard to add value to every project.

The Role

As Sales Office Manager, you will lead, monitor and motivate the Internal Sales team, ensuring that they are maximising enquiry conversions to orders. You will establish and develop a stable client base to support branch sales and margin.

In this role, you will liaise with Operational and External Sales Teams to co-ordinate sales activities and scope out potential business through project tracking. In your role as Sales Office Manager, you will report to the Branch Director.

Key Relationships

Externally – Customers and Suppliers.

Internally – Branch Director, Regional Director, Regional Sales Manager, External Sales Team, Branch Employees, Credit Control.

Candidate Requirements

Behaviours:

- Customer focused.
- Results driven.
- Team player.
- Detail conscious.
- Personable.
- Business and commercially focused.

Skills:

- Experienced in sales
- Excellent customer service skills.
- People management experience.
- Experienced negotiator
- Numerate & literate.
- IT Knowledge (MS Office)
- Construction/Distribution industry experienced and knowledgeable about products.

Key Responsibilities

Customer Service & Performance:

- To assist Branch Director in setting pricing policy and sales targets.
- To respond to telephone or trade counter sales enquiries, pricing within current guidelines, to maximize their conversion to profitable orders.
- To ensure the follow up of written quotations and verbal pricing, to check competitiveness and to secure sale.
- To provide both sales and branch management with feedback on pricing levels, to advise suitability and to allow any amendments necessary.
- To maintain content and accuracy of sales daybook.
- To assist sales personnel with project tracking of potential business.
- To answer customer enquiries generally, advising product availability, delivery dates, transport schedules, and product lead-times promptly and accurately.
- Ensure that with customer complaints are dealt with in a fair and reasonable manner to resolve problems quickly and satisfactorily for all parties concerned.
- Lead, monitor and motivate employees.
- Identify employee training needs and ensure that it is implemented through The Encon Academy and their training records are kept up to date.
- Conduct regular team meetings.
- Work with HR to recruit personnel.

Compliance:

- To develop sales by opening new trading accounts for branch within the defined market sector and within set procedures for establishing credit facilities.
- Carry out performance reviews in line with company procedure and creates personal development plans for each member of the team.
- Identify employee performance issues, absence and disciplinary issues and manages in line with HR processes.
- To maintain personal price lists, to ensure possession of a full and current set.
- To issue price quotations in response to verbal and written enquires, and to price tender documents in accordance with current policies.
- To observe security procedures when dealing with cash sales.
- To offer credit facilities to prospective customers, observing the credit control procedures.
- To take heed of credit control disciplines in the course of all transactions, regarding credit limits and to accounts on suspension.
- To assist in collecting cash from debtors, where this is appropriate.
- Ensure you are familiar with health and safety rules and regulations, and that your responsibilities as an employee, in respect of health and safety, are carried out in full.

This list is not exhaustive and may be subject to local variation.

Standard Terms, Conditions and Benefits

Working Hours	40 Hours
Notice Period	3 Months
Restrictive Covenant	3 Months
Holiday Entitlement	25 Days
Encon Work Save Pension	Yes
Life Assurance Plan	Yes
Bonus Scheme	Yes
Company Car Grade	Grade 3
Company Property	Laptop, Mobile Phone, Credit Card