

# Sales Coordinator - Thetford

## Job Description

### Company Background

The Encon Group consists of 4 specialist distribution divisions: Encon Insulation, Nevill Long, Encon Construction Products and Encon Technical Solutions.

Collectively, the divisions provide customers with an extensive choice of building materials from market leading brands, including, thermal and acoustic insulation, interior systems, fire protection, construction products and external façade materials.

With c.650 employees and a network of 23 sites across the UK and Northern Ireland, the company provides an outstanding service to its customers, delivering its goal as the 'Distributor of Choice'.

Delivering year on year increased sales and profit, the Company has been recognised in the Sunday Times Top Track 250 index and plays a vital role in construction supply chains around the UK.

### The Role

We have an exciting opportunity for a Sales Coordinator to join the team in Thetford. This is a brilliant opportunity to join a business that will fully invest in your training and development.

As a Sales Coordinator, you will work as part of the sales and admin teams in processing sales transactions efficiently and accurately, monitoring and evaluating transport cost controls, responding to enquiries and delivering an excellent service to our customers and suppliers at all times and carrying out daily administrative tasks within the branch.

### Candidate Requirements

- You will ideally have some customer service experience
- Strong communication skills both written and verbal
- Proficient with IT, particularly Excel, Word and Outlook
- Good attention to details and able to manage your time
- Able to adhere to Health & Safety standards

### Key Responsibilities

- Answer general customer enquiries, advising product availability, delivery dates, transport schedules, and product lead-times promptly and accurately
- Maintaining content and accuracy of sales daybook
- Responding to telephone sales enquiries, pricing in accordance with current guidelines, to maximize their profitable conversion to orders
- Liaise with suppliers on schedules for incoming goods for specific orders
- Liaise with the Transport Manager to advise customers of any alterations to delivery schedules



**Employer  
of Choice**



- Assess best and cheapest method of transport when scanning orders (48hr etc.)
- Checking transport invoices, querying any discrepancies/chasing credits/claims
- Take on export orders and transport
- Back up for in-putting of M4 orders
- Enter consignments onto transport system & transport invoices onto transport spreadsheet
- Input sales orders and sales order amendments onto the system, maintaining a high standard of accuracy in coding and pricing
- Produce delivery notes and place into system for despatch as required
- Prior to invoicing receive and check completed sales delivery notes and review sales order book for pricing anomalies
- With appropriate authority, process sales credit notes similarly to invoicing
- Liaise with central credit control to process customer account applications, informing relevant branch personnel of the outcome of each application
- Process sales quotations from drafts provided
- With appropriate authority, complete monthly petty cash returns
- Maintain branch filing and paperwork systems
- Assist with periodic stock takes where required.
- Any other duty reasonably requested by management

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

### **Encon's 'Total Rewards' Package**

In addition to the above, our employees also benefit from the following as part of Encon's 'Total Rewards' package:

- Competitive salary with yearly reviews
- Yearly bonus scheme
- Staff discount
- On-site parking
- Salary Sacrifice Pension Scheme (optional)
- Enhanced Life Assurance for employees enrolled on the Salary Sacrifice Pension Scheme
- Increased holiday allowance based on length of service, to a maximum of 30 days leave per annum
- Long Service Awards
- Discounted rates on Private Health Care and Simply Health Cash Plans
- Eyecare Vouchers
- Wider Wallet Discounts
- Encon Academy: training programmes through external training providers, in-house training and/or funding towards qualifications in areas of expertise