|  |
| --- |
| **Job specification** |
| **Sales Account Manager – Renewables** **Job ref: 580** |

|  |  |  |  |
| --- | --- | --- | --- |
| Location | Syston, Leicester  | Reports To | Internal Sales and Customer Services Team Leader |
| **Role Objective** |
| Act as the contact point between the company and the customer. Providing support to the Internal and External Sales functions, Customer Services and Technical department. Responsible for the day to day activity and customer contact. Building strong relationships with the existing customers. Contribute to the growth of the customer base to achieve sales targets. |
| **Duties and Responsibilities** |
| * Log all incoming enquiries from customers (CRM).
* Complete Quote Request Forms for all projects, save to the project file for Technical to Quote.
* Check the quotation and send to the customer.
* Set tasks to ensure active follow up of quotations.
* Maintain the existing database to ensure growth of the business.
* Manage, maintain and build relationships of Key Accounts.
* Confidently promote the benefits of the services, business, products and brands.
* Discuss confidently the benefits of renewables (RHi, Fit) as well as requirements of EPC and Green Deal Assessments.
* Send Literature and company information to the customer. Set up follow up tasks.
* Input all information and data onto the CRM system, ensuring tasks are set up for all customer activity.
* Complete order forms and pass to Customer Services.
* Raise a query form for any customer complaints and pass to Customer Services to action.
* Support the other members of the Account Management team by assisting in the workload in absences and when workloads are high, to encourage teamwork and to achieve sales targets.
* Deal with any emails in a timely and professional manner.
* Liaise with the Internal Sales Advisors and Area Sales Managers to ensure smooth handover of new customers.
* Attend customer visits occasionally and where necessary and required.
* To undergo training sessions as necessary and appropriate for the job role.
* To comply with the company’s values at all times when dealing with suppliers, customers and other members of staff.
* Encourage and maintain a paperless environment.
 |
| **Person Specification** | **Knowledge, Qualifications and Experience** |
| * Customer Orientated
* Good eye for detail
* Self motivated
* Strong interpersonal skills
* Excellent telephone manner
* Ability to prioritise
* Excellent Time-Management
* Team player
* Good questioning skills
* Confident
* Accountable and Responsible
* Positive and Constructive
* Ability to work towards KPIs and Targets
 | **Qualifications*** Educated to GCSE, grade C or above in English

**Knowledge and Experience*** Ideally 3 years experience in a similar role
* Industry knowledge would be a bonus
 |
| 02/02/2015 |

**To apply:**

To apply please send your CV and cover note via your Line Manager to your HR contact.

All employees are required to inform their Line Manager of their intent to apply and a fully completed ‘Employee Referral’ form must be sent to the HR contact before the application can be progressed. (Employee Referral forms are available on the intranet or from the HR Department).

Employees must have a minimum of 12 months service in their existing role before an application will be accepted.

To apply please send your CV and cover note to Gavin.blay@flogas.co.uk