

## **JOB TITLE: INTERNAL SALES MANAGER**

**Reports To:** National Sales Manager

**Location:** Slinfold, Horsham, West Sussex

**Hours:** You will be required to work Monday to Friday from 8.00am to 5.00pm with a one-hour unpaid lunch break.

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### **The Company:**

An exciting opportunity is available for an experienced Internal Sales Leader/Manager to work at Cordek Limited, an established and respected innovator operating in a number of niche sectors. Cordek Limited are market leaders in the design, manufacture and supply of innovative solutions to solve a wide range of construction problems.

### **Role Summary:**

You will be responsible for managing and motivating the Internal Sales team to ensure they offer an exceptional customer service experience and maximize every sale opportunity available. We are looking for an individual to have a positive and professional attitude and has the ability to build interdepartmental and supplier relationships.

You will be required to work Monday to Friday from 8.00am to 5.00pm with a one-hour unpaid lunch break.

### **Responsibilities:**

- Ensure service and sales KPIs are met, for example the return of quotations within a specific timeframe/ quote conversion targets are met/ proactive follow ups are made.
- Ensure that the Internal Sales team handle communications with existing and potential customers in a timely, professional, and courteous manner.
- Mentor direct reports in areas of training need, specifically in selling, process, and communication.
- Once established in the role, work to identify opportunities for improvement regarding processes and specific training needs.
- Management of HR related issues including training, recruitment, setting of targets, performance management and motivation the Internal Sales Team.

### **General Customer Service Responsibilities**

- Maintain a detailed knowledge of Company products, our customers and the industry.
- Deal with customer or sales related queries at all stages efficiently, this will include dispute management.
- Ensure efficient co-ordination between the Internal and External sales teams.
- Take responsibility of discounting within agreed parameters.
- To manage team workload and approve large quotations.
- Act as key contact for specific key accounts.
- Ensure fastidious use of the CRM system across the team and individually.
- Aid the Accounts team with month-end administration and invoice queries.

## The Individual

- At least 3 years' experience in management of a customer service or sales team.
- Positive and professional attitude with the ability to motivate others and can lead from the front when appropriate.
- A clear communicator with excellent verbal communication skills with a good, friendly telephone manner.
- Computer literate and experience in database management or CRM.
- Can work under pressure and comfortable in dispute resolution.

## Rewards:

- Annual performance bonus
- Membership of the Company Group Pension Scheme after 1 years' service
- Membership of the Company Group Life Assurance after 1 years' service
- Full access to our Employee Assistance Programme (EAP)
- 25 days annual leave (excludes bank holidays)