

Job Description – Sales Advisor – Tudor Treadmills



Job Title	Sales Advisor – Tudor treadmills
Location	Sheffield
Responsible To	Tudor Director
Date	January 2023

Job Purpose

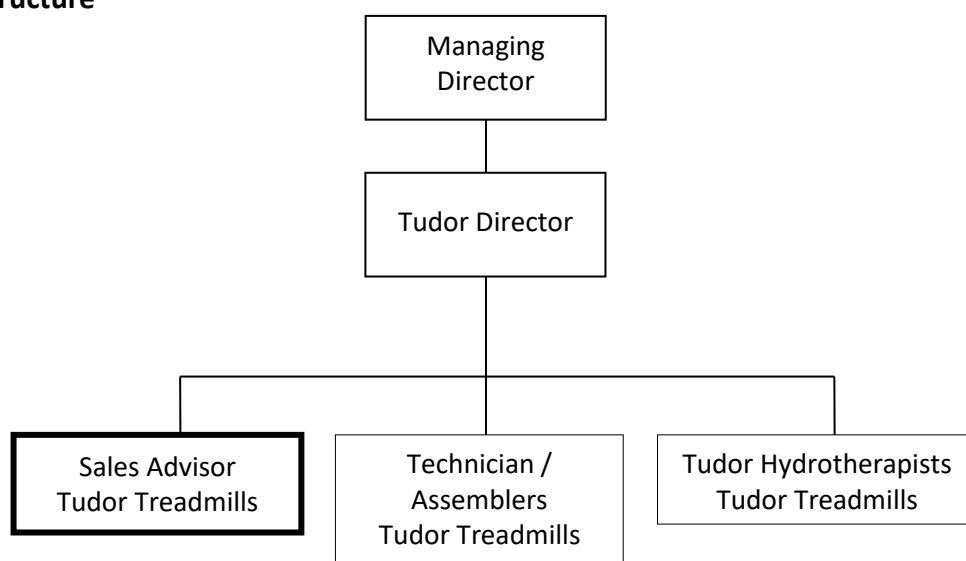
To build key customer relationships, identify business opportunities, and negotiate and close sales, whilst maintaining a strong knowledge of current market conditions.

To work with the Tudor Treadmills team to grow Abtech's market position for Tudor Treadmills, increasing sales opportunities.

Marketing and creating social media posts for the Tudor products and brand.

To manage existing contracts, providing first class customer service by responding to all customer enquiries professionally and within the agreed timescales.

Reporting Structure



Main Duties & Responsibilities

Sales

- Generate new business, via telephone or face to face, to increase the sales of Tudor Treadmills and maximise all sales opportunities
- Use knowledge of products and processes to compile estimates for new and existing customers
- Sell standard packages and other related additional products and services where possible
- Take advantage of all up selling opportunities in order to generate further orders / income streams

- Follow up on sales enquiries and quotations, generating orders or requesting feedback on why orders have not been placed and analysing responses

Customer Service / Relations

- Respond to all customer enquiries in a professional manner and within the timescales agreed
- Liaise with Abtech Inc as and when required
- Organise all repairs as quickly as possible
- Develop and maintain a strong customer focus to assist in the securing of orders
- Respond to all customer complaints promptly in line with Company procedures

Administration Support

- Administer and progress all customer orders efficiently and accurately
- Build and maintain a customer database
- Ensure all BOM's are accurate and up to date
- Ensure part codes are set up correctly and timely
- Provide all administrative support for Tudor treadmills

Finance Administration

- Send invoices to customers and liaise with the Finance Department to ensure all information is accurate
- Provide the Finance Department with details of all new suppliers
- Send out correspondence to customer regarding deposits, balances and invoice summary
- Set up financial arrangements and conduct loan applications

Reporting & Planning

- Organise and manage the workload of the Technician
- Keep the team updated on all changes / updates
- Develop and maintain a service plan
- Prepare timely notes for the Sourcing Manager for monthly management meetings
- Report on competitors and our market position
- Identify and report on reasons for not achieving orders
- Manage own workload with direction from the Sourcing Manager
- Working to and within the boundaries of current policies and procedures

Marketing

- Liaise with the Marketing Manager to prepare a detailed marketing plan
- Maintain and update all relevant marketing materials

Other

- Assist with surveys as and when required

- Attend exhibitions
- Operate all of the above for human treadmills

General

- Ensure all KPI's (Key Performance Indicators) and targets are met
- To adhere at all time to all the Company's policies and procedures, including Health and Safety, Quality Assurance, Equality and Diversity and Data Protection
- Any other duties which may be commensurate with the post
- The ability to work flexible hours, on occasions when required

Disclaimer

This job description is only a summary designed to indicate the general functions of the role. It is not an exhaustive list expected of this post and therefore the duties and responsibilities might differ from those outlined in this description. The company reserves the right to modify duties or job responsibilities at any time. Any job description provided to you by the Employer will not form part of your contract of employment unless specified otherwise.

Person Specification – Sales Advisor - Tudor Treadmills		
Knowledge	Essential	Desirable
Knowledge of the industry / market	✓	
Knowledge of technical product and production processes		✓
An up to date knowledge of the product and related services		✓
Experience	Essential	Desirable
Experience of working in a sales environment	✓	
General administration experience – maintaining customer databases, customer correspondence, orders, invoices	✓	
Experience of working in a customer service role	✓	
Experience of production / manufacturing processes		✓
Previous experience of working with CRM		✓
Marketing and events management		✓
Skills	Essential	Desirable
Customer focused with excellent networking and communication skills, both face to face and over the telephone	✓	
Articulate, with strong negotiating skills and an eye for commercial opportunity	✓	
Literate with a sound understanding of basic maths processes and strong IT skills	✓	
Well organised and effectively manages their workload whilst working under pressure and to tight deadlines and specifications	✓	
A strong team player with the ability of work on their own initiative and a willingness to learn	✓	
Excellent record of attention to detail and accuracy	✓	
The ability to identify problems and identify and implement workable solutions	✓	
The ability to work flexible hours, on occasions when required	✓	
Ability to work effectively in a fast paced environment	✓	
The ability to read specifications and drawings		✓
Qualifications	Essential	Desirable
GCSE's Grade A-C	✓	
Qualified Hydrotherapist for Small Animals		✓