

## Job Description – Internal Sales Admin / Estimator

Job Title	Internal Sales Administrator / Estimator
Location	Sheffield
Responsible To	Commercial & Marketing Director
Date	April 2025

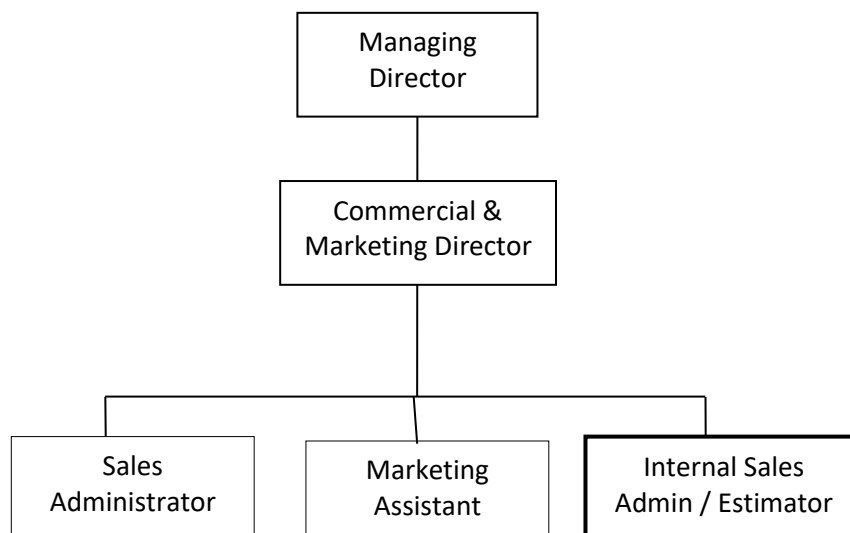
### Job Purpose

The purpose of this role is to produce accurate and professional quotes in accordance with the company's pricing structures and procedures. To convert quotes into purchase orders, checking against all internal processes and communicating any delays.

To proactively identify and act on opportunities for up selling and cross selling, making customers aware of our full product range.

Throughout the role there is a need to provide first class customer service by responding to all customer enquiries professionally and within the agreed timescales.

### Reporting Structure



### Main Duties & Responsibilities

- Using knowledge of products and processes, compile quotes for new and existing customers
- Investigate all enquiries, liaising with the customer to identify their exact requirements and offer a solution to meet their needs
- Ensure quotations are prepared accurately and to the agreed timescales and manage revisions to quotations as appropriate
- Convert quotes into orders, ensuring all internal processes are checked and any delays are communicated to the appropriate person

- Request GA drawings and documentation packages, ensuring all information provided is accurate and received within the required timescales
- Administer and progress all customer orders efficiently and accurately
- Identify and act on opportunities to up sell and cross sell
- Work with and support Sales Managers through the 'buddy system' to ensure aligned goals are met

#### **Customer Service**

- Respond to all customer enquiries in a professional manner and within the timescales agreed
- Developing and maintaining a strong customer focus to assist in the securing of orders
- Work closely with and support colleagues to maintain effective communication at all times
- Respond to all customer complaints promptly in line with Company procedures

#### **Planning and Organisation**

- Manage own workload with direction from the Internal Sales Supervisor & Commercial Director
- Working to and within the boundaries of current policies and procedures

#### **Administration / Data Input**

- Enter details of all enquires and purchase orders details promptly and accurately into the CRM system
- Maintain and record accurate and easily accessible data for future reference
- Update and maintain customer all data on CRM, to include details of new customers and products
- Keep up to date with any changes to products, pricing etc, to ensure the information you provide is accurate and relevant.

#### **General**

- Ensure all KPI's (Key Performance Indicators) and targets are met
- To adhere at all time to all the Company's polices and procedures, including Health and Safety, Quality Assurance, Equality and Diversity and Data Protection
- Any other duties which may are 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 – Internal Sales Admin / Estimator

Knowledge	Essential	Desirable
An up to date knowledge of all standard products for various applications		✓
Knowledge of technical product and production processes		✓
Knowledge of the oil and gas industry		✓
Experience	Essential	Desirable
Experience of working in estimating / sales / administration within a technical environment	✓	
Experience of working in a customer service role	✓	
Experience of production / manufacturing processes		✓
Previous experience of working with CRM	✓	
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	✓	
Ability to up sell and cross sell a range of products	✓	
Literate with a sound understanding of basic maths processes and strong IT skills	✓	
An understanding of pricing and margins	✓	
The ability to read specifications and drawings		✓
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 work flexible hours, on occasions when required	✓	
Qualifications	Essential	Desirable
GCSE's Grade A-C	✓	
AS / A-Levels or equivalent – good standard	✓	