



Air & Marine Products Limited

Unit 3, Parkside Business Park, 15 Headley Road, Woodley, READING, Berkshire. RG5 4JB. England
Telephone (44) 118 - 969 8511 ♦ email: sales@airmarineproducts.com

Internal Sales Engineer – Electro-mechanical Components
8:30am – 5.00pm (40 hr week – 30min lunch break)
£25,000 - £27,000 (negotiable depending on experience)

JOB PURPOSE

The successful candidate will be responsible for producing quotations and sales order processing within a busy office. There will be involvement throughout the sales process from taking incoming calls to processing orders that arrive through the website and email accounts. Accompanying the sales process, the candidate will also be required to administer the purchasing function through to deliveries and despatch. The successful candidate will have a proven track record in internal sales, ideally within the electronics market and be able to work using their own initiative. You will have an outstanding attention to detail and a customer focus. Extended/ detailed training will be provided.

MAIN DUTIES AND RESPONSIBILITIES

- Supporting Sales/Quality Director and to provide office cover in their absence.
- Taking incoming sales calls and dealing with a variety of sales enquiries from basic pricing and product availability, to more detailed specification and detailed quotations.
- Completing all sales order and purchase order processes.
- Learning the product is key as a huge range of products from different sectors of the industry are sold and our customers require help in selecting the right product for the job at hand.
- Gathering the relevant information from the sales enquiry in order to select and specify the correct components.
- Initiate regular contact with customers, discussing marketing campaigns, new product information, pricing structures and general industry news. Ensuring customers are aware of ongoing sales initiatives and promotions is key.
- Take responsibility for regular sales research using the web to find new customers to target
- Responsible for pro-actively following up sales leads to convert to orders where necessary.
- Establish excellent relationships with existing customers to maximise ongoing business opportunities.
- Capture detailed feedback on delivery, quality of products and overall service in order to improve overall customer satisfaction.

Person Specification:

Required:

- A minimum of five years' experience in a similar operations / administration role.
- Full clean UK driving license
- General computer proficiency using standard applications such as Microsoft Office 365 products
- Excellent written and numeracy skills including a professional telephone manner
- Ability to work flexibly in a small team, building strong day to day relationships with colleagues

Desired, but not essential:

- Experience using Sage Line 50 or similar Sage products.
- An understanding of the Quality Standard AS9120.