|  |  |
| --- | --- |
| **Job Title** | Secure Destruction Sales Support |
| **Business Unit** | Restore Technology – SD Sales |
| **Location** | Runcorn |
| **Reports to (direct)** | SD Sales Manager |

|  |
| --- |
| Objective of role |
| To provide administration and sales support to the Secure Destruction Team, helping develop business opportunities and providing an alternative contact for customers. Covering all aspects of the administration of accounts and handling smaller opportunities entirely. |
| Key Responsibilities |
| * Day to day sales support to Secure Destruction sales function * Client liaison * Internal liaison with wider RT sales teams, SD sales team and operations * Order and report reconciliation * Accurate input and updating of RT systems * Administer necessary system inputs * Assist sales colleagues with weekly forecasts * Be responsible for smaller projects * Create and send quality quotations and/or proposals * Writing simple statement or scope of works documents * Timely order processing * Job sign off to make ready for invoicing * Create customer job files with appropriate documentation including contract or terms & conditions * Handle incoming email or telephone enquiries from customers * Organise prompt collections with Operations * Interact with customers and internal departments to ensure customer satisfaction * Accurate filing of all required documentation |
| **Knowledge, Skills and Experience** |
| **Skills:**   * Good telephone manner and excellent relationship builder * Ability to operate at various levels internally and with customers * Structured approach with attention to detail and effective record keeping * Solid decision making when managing issues, knowing when to solve a problem and when to escalate * Ability to learn processes and systems quickly * Demonstrates good initiative * Ability to prioritise and multi-task * Meets required deadlines   **Knowledge:**   * Able to articulate Restore Technology solutions to customers * Good working knowledge of word, excel and possibly Power point * Use of CRM systems   **Experience:**   * Previous experience of working in a sales environment * Excellent customer service and dealing directly with clients would be advantageous * Demonstrable track record of succeeding when under pressure * Ability to work independently and as part of a team   The above is not an exhaustive list but an outline of your duties. All Restore Technology colleagues need to be aware they may be asked to perform tasks and be given responsibilities as reasonably requested.  **Other Information:**  This role may, at times, require you to travel to other Restore Technology sites. You may also be required to work beyond the normal working hours to meet important deadlines. |
| **Compliance Responsibilities** |
| * Adhere to all Company Policies and Procedures contained in the Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems * Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/line manager   Managers are responsible for training staff on Company Policies and Procedures contained in Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems. |
| **Decision Making Authority and Control** |
| There is an authorisation protocol explaining what level of sign off is required for quotes, proposals, and contracts within the business. Company processes must be followed at all times. |

|  |  |
| --- | --- |
| **APPROVALS** |  |
| **Line Manager**  Name: ………………………………………  Signature:………………………………….  Date:………………………………………. | **Post Holder**  Name: ………………………………………  Signature:………………………………….  Date:…………………………………….… |

|  |
| --- |
| **The company reserve the right to amend or update this job description as the demands of the business develop.**  **Signed job descriptions are to be returned to People Services.** |