

JOB TITLE: Internal Sales Manager

Reports to: Sales Director
Location: Slinfold, Horsham, West Sussex
Hours: Monday to Friday, total of 40 hours. Cordek offers their office-based staff the opportunity to benefit from flexible hours, further details can be provided by the HR team.

The Company:

Cordek Limited are genuine market leaders in the design, manufacture and supply of innovative solutions to solve a wide range of construction problems. Here at Cordek Limited, we are looking for an individual to manage our Internal Sales and Project Design team who shares our Company values, Honesty, Communication and Respect.

Job Summary:

Management of the Internal Sales and Project Design teams, with 9 direct reports (scope for future growth). The Internal Sales Manager will lead and motivate the team whilst having three primary, business critical objectives.

1. Ensure the teams offer exceptional customer service.
2. To ensure that every selling opportunity is maximised.
3. To ensure administrative processes are completed to a high standard. This is achieved through process management and by maintaining strong interdepartmental relationships.

Responsibilities:

- To motivate team members to achieve team and individual objectives.
- 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.
- To develop a team accomplished in both service but also proactive selling.
- Identify opportunities for improvement regarding processes and specific training needs.
- Management of HR related issues including training, recruitment, performance management etc.
- Maintain a detailed knowledge of Cordek products, our customers and the wider industry.
- Ensure efficient co-ordination between the Internal and External sales teams.
- Take responsibility of discounting within agreed parameters.
- Act as key contact for specific key accounts.
- Aid the Accounts team with month-end administration and invoice queries.
- Ensure all order processing administration is completed accurately and within agreed timescales.
- To act as the primary point of contact with and our in-house production, accounts team and some of our third part suppliers.
- Register and investigate NCR incidents ensuring lessons learnt are established and implemented.
- Manage workload amongst Technical Designers ensuring excellent customer service.
- Work with the Technical Designers to ensure workflow processes are followed and high levels of drawing work is completed.
- Liaise with operational planners regarding the Project Design project pipeline to provide visibility of future levels of business.

Personal specification:

- Good written and numerical skills
- Good communication and organisational skills
- Can work under pressure and comfortable in dispute resolution.
- Honest and respectful

Qualifications and experience:

- At least 3 years' experience in management of a customer service, sales or design team.
- Computer literate and experience in database management or CRM.
- Ability to work independently and take responsibility of tasks where necessary and to work as part of the team.
- Has hands on sales experience.

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)
- One day of paid Birthday leave for the purpose of celebrating their birthday
- Cycle to work scheme, save 25-39% on bikes & accessories
- Discounted gift cards, save up to 10%