

JOB DESCRIPTION



Job Title:	Pricing & Sales Support Assistant
Reports to:	Quotes & Pricing Manager, Director of Sales, Marketing & Customer Service
Employee Responsibilities:	Quotes & Pricing Team
<p>Main Purpose of Job: Assisting the Quotes & Pricing Manager on a day-to-day basis – initial point of contact for BDT/Sales Queries and issues, pricing queries, problem solving and organising carriage deals and customer rebates</p>	
<p>Main Responsibilities:</p> <ol style="list-style-type: none"> 1. Providing support to the Pricing & Quotes Manager in dealing with queries for BDT, Internal Sales and House Accounts 2. Working with the Pricing Manager to maintain relationships with House Accounts which will include problem solving, managing large orders and ensuring they are shipped as efficiently as possible. Regular contact and support and gaining market and industry insight. 3. Providing cover for the Quotes Team when requested by the Pricing Manager – to include cover for holidays and absence. 4. Setting up pricing deals, carriage deals and overseeing layering accounts including regular reviews of the same. 5. Ad Hoc reporting for the Pricing Manager and the Director of Sales as and when requested 6. monitoring of competitor stock to provide current market intelligence 7. Maintaining and building relationships with BDT and Internal Sales 8. Managing customer rebate schemes as agreed by the Pricing Manager and Director of Sales, to include collating information, logging schemes onto the system and issuing regular updates to the customer 	
<p>Knowledge, skills, and experience required: Experience of working in a busy Customer Service based environment. Good working knowledge of Excel and Word. Excellent communication skills in both written and spoken English.</p> <p>Essential – A calm and efficient manner. Ability to problem solve and make decisions in a timely manner. Be organised and able to present data in a timely, coherent, and efficient manner. Have a friendly, approachable manner and be patient when dealing with internal and external challenges. Have an eye for detail, great organisational skills. Prioritising tasks and managing workload in the best way are key attributes required.</p> <p>Desirable – Previous Soft Sales Experience would be advantageous.</p>	
<p>Competencies:</p> <p><u>Attention to detail</u></p> <p>Thoroughness in accomplishing a task through concern for all the areas involved, no matter how small. Monitors and checks work or information and plans and organises time and resources efficiently. Identifies opportunities to improve processes and bring efficiencies.</p> <p><u>Time Management</u></p> <p>Uses their time effectively and efficiently; values time; concentrates their efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities. Executes effective planning and time management and can work on multiple tasks simultaneously and without issue.</p>	

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Organising

Can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.

Action Orientated

Enjoys working hard; is action orientated and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning.

Written Communications

Can write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.

Customer Focus

Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Perseverance

Pursues everything with energy, drive, and a need to finish; seldom gives up before finishing, especially in the face of resistance or setbacks. Is confident to speak up when deadlines or tasks are challenging and can manage expectations with customers, colleagues, managers and external suppliers.

Composure

Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

Initiative

Does things that no one has requested in order to improve or enhance products and services, avoid problems. Plans ahead for upcoming problems or opportunities and takes appropriate action.

Adaptability

Is able to change the way she/he behaves or approaches a situation in order to achieve a goal; responds to change with a positive attitude, willing to learn new ways to accomplish work activities and objectives.

Integrity and Trust

Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.

Peer relationships

Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with colleagues with a minimum of noise; is seen as a team player and is co-operative; easily gains trust and support of colleagues. Champions the existing no-blame culture and is open and honest in their communication.

Key Contacts:

Internal: Quotes Team, BDT, Customer Service, Purchasing and Credit Control

External: Customers, Suppliers

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