

## JOB DESCRIPTION

<b>Name and Job Title</b>	Trainee Salesperson
<b>Location</b>	Poynton Office
<b>Hours of Work</b>	Monday to Friday: 8.45am to 5pm – Flexibility as required to meet business needs
<b>Reporting to</b>	Sales Manager
<b>Main Purpose of Role</b>	Learn the technical aspects of Steel Stockholding and train in a range of commercial processes, including Sales, Customer Service and Account Management. The aim is to become capable of maximising company revenue, by attaining new customers and processing customers' orders, ensuring all aspects meet the requirements of the customer and the company. Skills and experience will be acquired through on-job training and appropriate training courses.
<b>Key areas of Responsibility</b>	<p><b><u>Internal Sales</u></b></p> <ul style="list-style-type: none"> <li>• Build and maintain long-term productive relationships with existing customers, responding to their requests efficiently, courteously and in a timely manner</li> <li>• Understand and aim to pre-empt the individual and unique needs of each customer</li> <li>• Carry out prompt calls to develop and expand business with existing customers</li> <li>• Promote current and new product lines to prospective and existing customers</li> <li>• Process customer orders and follow up on quotes, outstanding orders, etc.</li> <li>• Liaise with customers to successfully resolve any potential issues and increase sales and revenues as appropriate</li> <li>• Provide a high level of customer service to ensure customers complete satisfaction.</li> </ul> <p><b><u>Increasing Sales Revenues</u></b></p> <ul style="list-style-type: none"> <li>• Carry out pro-active sales calls to prospective customers, including cold calling and pitching products, whilst maintaining a good working relationship with new contacts</li> <li>• Promote the benefits of making purchases with Hall &amp; Pickles as opposed to other companies</li> <li>• Consistently meet and work to exceed KPI's set and personal sales targets.</li> </ul> <p><b><u>Health &amp; Safety ISO45001:2018</u></b></p> <ul style="list-style-type: none"> <li>• Work in line with necessary Fire, Health &amp; Safety Regulations, ensuring that own health and safety and that of other employees is not put at risk by your actions.</li> <li>• Attend and participate in Health and Safety meetings, if requested.</li> <li>• Report any accidents or incidents to your line manager</li> <li>• Report any noted Health and Safety concerns to your line manager.</li> </ul>

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### **Quality Assurance to ISO 9001**

- Ensure compliance with company Quality Assurance systems.
- Involvement in any QA related tasks as directed by your line manager.
- Seek advice for clarification on any unclear quality related issue.

### **Other Duties**

- Carry out any other duties and responsibilities within your capabilities, as directed by your line manager, senior directors, or the CEO.
- Work with the senior management team, H&S and QA teams to manage and drive continuous improvements throughout the company.
- Attend training sessions as appropriate, to acquire relevant knowledge and skills to foster further development within your role.
- Take pride in doing a good job, always adhering to company policies and procedures.

**This list cannot be considered as a complete list of responsibilities, and you may be asked to carry out further or alternative duties at any time. The Job Description and duties within it may change at any time to suit the needs of the business.**