

Sales Coordinator

Reports to: Commercial Director

Reportees: N/A

Job Purpose

To provide efficient, proactive sales support (predominantly internal) to the Commercial department (Regional Managers/ Sales Directors) and Pre-Construction Manager. Dealing with client enquiries, maintaining and updating the CRM software and dealing with all related administration for the Pre-Construction team as required.

Key Roles and Responsibilities

- Processing of electronic/telephone enquiries which are received through the general e-mail address/directly. Downloading, logging and collating of information received to allow review of file for pricing.
- Liaising with clients when the need arises for details or requests for further information.
- Liaising with the relevant Regional Manager / Sales Director for all enquiries and to generate decline letters in the event of not pricing.
- Organising and issuing of project samples for the UK sales team and logging and tracking against each project.
- Use of lead generation tool to find all tendering companies, tracking, chasing and offering to tender.
- CRM support for the Commercial/Estimating teams in relation to change requests / updates and control of the procedures, information captured within the reports produced.
- Provide administrative support to the Regional Manager/Sales Directors in managing and updating pipeline and project change reports.
- Providing data analysis to the Pre-Construction Manager/Commercial Director as required.
- Support the Pre-Construction team in administrative tasks as required.

Knowledge, Skills and Experience

- Previous experience in internal sales / administration supporting a commercially driven team would be beneficial.
- Experience gained in the construction industry would be beneficial but not essential
- Strong knowledge of Microsoft office package and strong computer literacy skills.
- Proven track record in working autonomously as well as within a team.
- Proven track record to build successful working relationships with internal and external stakeholders.
- Strong attention to detail, and ability to organise and multitask
- Excellent written and oral communication skills.
- An understanding and appreciation of technical products and items of a technical nature would be beneficial
- Data driven and proven track record in understanding and analysing data.



Competency & Skills

It is envisaged for this role that the following are the key competencies and skills required for the job role. However, it is acknowledged that all competencies and skills per the matrices have a significant impact on the role and should be considered in their entirety for appraisal, promotion, development and succession planning purposes.

Key Competencies	Key Skills
<p>Empathy: Research and analyse client needs: Demonstrates an understanding of the client's needs by gathering information on client's requirements, resources, and challenges. Level: Managing Self</p>	<p>Listening</p> <ul style="list-style-type: none"> - Listens without interrupting. - Listens to client or colleagues to gain further information. <p>Level 1</p>
<p>Empathy: Giving support/Teamwork: Appreciation of others and how they may be feeling, works well in a team and understands the differences individuals bring to a team. Level: Managing Self</p>	<p>Questioning</p> <ul style="list-style-type: none"> - Uses basic questioning techniques to gather more information. - Uses questions to learn more about the situation, client or colleague. <p>Level 1</p>
<p>Logical: Analytical Capability: Demonstrates logical reasoning processes to work through a situation and arrive at a viable business solution. Level: Managing Self</p>	<p>Evaluating</p> <ul style="list-style-type: none"> - Have a contextual understanding of information being presented. <p>Level 1</p>
<p>Logical: Planning & Organising: Ability to prioritise, plan and organise time and resources effectively, with a clear understanding of impact on client and Levolux needs Level: Managing Self</p>	<p>Analysing</p> <ul style="list-style-type: none"> - Identifies range in data and is able to assess if data is incorrect or incomplete. <p>Level 1</p>
<p>Authentic: Ownership & Accountability: Understands the value created to Levolux by what, how and when we own the task at hand, ensuring we take responsibility for our actions. Level: Managing Self</p>	<p>Task Orientated</p> <ul style="list-style-type: none"> - Able to prioritise workload and meet deadlines set <p>Level 1</p>