

Job Description & KPI's

BSE UK – Technical Sales Support

BSE UK specialise in the supply and installation of pallet racking, shelving systems, mezzanine floors and partitioning for commercial and industrial use. Ranging from basic multi-purpose shelving systems to extensive warehouse pallet racking, mezzanine floor and shelving installations.

Reporting to Sales Managers

Role definition

Provide Sales Support and AutoCAD resource for product design and costing for specific sales enquiries / orders. Office based.

Job Specification

- Design of solutions/sales quotations, which are cost-effective and based on approved suppliers' product ranges and meet customer specification. Designs/quotations should be on-time to the agreed deadlines and to required quality
- Support the Sales Account Managers in achievement of their sales objectives
- Ensuring that design details and materials specification can be readily used as part of the Contract process and procedures.
- Utilisation of appropriate developments and up-to-date technology
- Carry out consistent checking to ensure integrity and quality of specification
- Develop detailed knowledge of market place, technology and developments within the Storage & Materials Handling Industry.
- To ensure the Integrity of final technical solution based on manufacturers'/SEMA guidelines. Demonstrate appropriate awareness of design and manufacturing capabilities and processes within our supply chain network.
- Costs within budget and specification and give optimum opportunity to secure order
- Dealing with and processing small order/catalogue enquiries/orders in response to customer emails/telephone enquiries.
- Maintain a close working relationship with Customers & Suppliers.
- Demonstrate appropriate awareness of design and manufacturing capabilities and processes within our supply chain network.
- Ensure that all activities with regard to the CDM (Construction, Design & Management) Regulations 2015 are carried out in a risk determined and safety assured manner.
- Recognise & maximise any sales opportunities that may arise.
- To always be fully conversant with IT facilities.
- To develop customer relationships towards a standard where Bristol Storage Equipment is always the first company they seek for advice and quotation.
- Total flexibility to carry out tasks that may be required outside the role described as all employees must do in a small business.

Personal Skills / Attributes

Good interpersonal & communication skills.

Good telephone manner.

Self motivated, confident dependable.

Results focussed, prepared to expend the necessary effort to fulfil the roles' requirements.

Good Basic Computer Skills including knowledge of Word, Excel, Access & AutoCAD.

Convincing in written and spoken delivery to customer or consultant technical experts/senior management

Technical knowledge and experience of storage equipment products is preferred

Key Performance Indicators (KPI's)

To be discussed