

## **JOB DESCRIPTION**

**Job Title:** Sales Account Executive (Internal)

**Reporting to:** Sales Manager

**Qualifications:** Work Experience and Competence based, ideally GCSE equivalent in Maths and English

**Key Competencies and Characteristics required:**

Self-Driven results orientated with a focus on margin growth and profitability.

General business acumen, with an ability to understand basic business finances such as turnover & gross margin.

Excellent face to face and telephone communicator able to demonstrate success and experience managing large and small accounts.

Basic IT skills around Microsoft office software such as word, excel, and e-mail

**RESPONSIBLE FOR:**

Internal account management and sales order processing, with the aim of maintaining and developing the sales of our range of metal stock to small and medium accounts in accordance with the business plan.

**SPECIFIC RESPONSIBILITIES:**

1. Inbound customer telephone, fax and e-mail order taking
2. Outbound telephone prospecting to engineering companies from lapsed list, key targets and self-generated target companies. This includes qualifying prospects and fact finding of spend and material used
3. Price Negotiation with customers in line with company pricing policy
4. Sales administration and order processing via customer/product management software
5. Purchasing negotiation and order processing via customer relationship management system
6. Daily communication with and progressive Customer Relationship Management of Small and Medium Sized accounts
7. Internal liaison with office management and stock support function
8. Attend meetings when required to aid performance of duties and support business/organisational development
9. And to support other general business needs as and when required
10. To work within and follow quality management procedures in line with UKAS Accredited Quality Management System to BS EN ISO 9001 : 2008

11. Attend meetings and contribute to company strategy and policy-making as required.

12. Any other duties as required by the company

The specific responsibilities  
the main duties of the role  
as the company develops, these may alter.

set out above reflect  
described, however,