****

**BRETT** - **JOB OUTLINE**

MONTHLY PAID

|  |  |
| --- | --- |
| **JOB TITLE**: | **SALES OFFICE SUPERVISOR** |
| **DEPARTMENT**: | **SALES DEPT** |
| **COMPANY:** | **BRETT AGGREGATES LTD** |
| **LOCATION**: | **Ipswich Dock Depot** |
| **REPORTS TO**: (Job Title of immediate supervisor) | **SALES MANAGER - Ipswich** |
| 1. **ORGANISATION:** (Show where this job fits in the organisation) | |
| 1. **RESOURCES:**   **Budget(s) Controlled/influenced** : Eastern Sales across all sites  Key influencer on our Eastern Commercial Budgets. Management of key sales processes and responsibility for area cash collection through ownership on solving queries.  **Number of Direct/indirect subordinates** : Supervision of 2 x Internal Sales Co coordinators  **Plant/Equipment Responsible for** : IT Equipment, Communications equipment  **Key Internal/External contacts**:  **Internal :** Sales Team / Distribution Team /  Operations & Production Managers / Credit Control / Accounts / Sales Director  **External :** All customers / suppliers / stakeholders | |
| 1. **PURPOSE OF THE JOB**: (What is the main reason for this job to exist? How does it add value to the Company?)  * Supervise and motivate internal office colleagues * Lead on communication between different internal department * Become a system expert * Manage stock and liaise with key internal contacts at different levels * Liaise with and support the Internal Sales Team / Distribution Function / Operations / Admin Dept / Sales Director / SHE Department * Assist in maintaining and improving our service levels and the achievement of commercial KPI’s * Develop & Maintain new and existing customer relationships, * Building on and increasing our existing market intelligence | |
| 1. **MAIN RESPONSIBILITIES/TASKS**: (What will the Job Holder actually do? Include specific performance standards wherever possible and highlight 2-3 most key performance indicators)   Responsibilities/Tasks: Performance Standards:   |  |  | | --- | --- | | - Supervise and mentor internal colleagues | - Keep team members on task and report on activity | | - Become a systems expert | - Ability to train and explain systems information to all levels of the business | | - Manage key daily stocks like stock allocation | - Regular discussions with key stakeholders and formulate plans | | - Devise key KPIs on functions such as queries / call volumes | - Agreed reporting on key metrics | | - Champion customer service and assist in creating a one team culture between distribution / commercial in Eastern |  | | - Continued development of the Eastern team | - Training / Mentoring for the team and supporting their individual development goals | |  | Responsibility, care and awareness of all aspects in carrying out your day to day functions & duties  - Complete a minimum of 2 alive & well discussions per month |  * This Job Outline covers the main/most frequent responsibilities and duties included in the job. Other reasonable duties will be expected from time to time. | |
|  | |
| 1. **BRETT QUALITIES:**  Customer Care Personal  Understand customer needs  Professional - To conduct business in a way which our customers will want to do business with us again Integrity We will do what we say  Value people not position  Communicates honestly, openly and on time  Respect safety, the environment and our neighbours Quality Attention to detail  People Deliver Quality  Superior service | |
| 1. **KNOWLEDGE AND SKILLS:**   Essential: Desirable  Selling skills  Effective Key Account Management Analysis & Decision Making Skills  Communication & Interpersonal Skills Aptitude to utilise company commercial management tools  Versatility to Customer & Company Capable of effective time management  needs  Self motivated / work on their own  Initiative  Effective Credit Management Report Writing and Comprehension  Negotiating Skills  Ability to cover wider sales and distribution functions  Flexibility to cover wide territory  Timely and accurate submission of Won & Lost and activity call report | |
|  | |