

HART DOOR SYSTEMS LIMITED



JOB DESCRIPTION:

JOB TITLE:	Service Sales Manager (North East)
PLACE OF WORK:	Agreed dedicated sales area (North East/Yorkshire)
SALARIED	Attractive and performance based
PAY PERIOD:	Monthly
REPORTS TO:	Operations Manager

ABOUT THIS ROLE

Are you a skilled sales professional with a track record for winning business? We are looking for a talented Service Sales Manager to sell service, maintenance and repair of Hart high-speed doors and shutters to industrial markets.

With a sales territory that covers the North East of England and Yorkshire, you will build and maintain lasting relationships with existing and new customers.

You will be supported by a team of local engineers and will work within a small dynamic team, as part of our family-owned and run business.

Based in the North East, Hart Doors has been manufacturing, installing and maintaining specialist high-tech industrial doors for 70 years. We work in a variety of markets both here in the UK and worldwide, including manufacturing, distribution, airports and waste control.

We are looking for people interested in developing a career and who are committed for the long term, are you that dynamic person?

MAIN PURPOSE AND SCOPE OF THE JOB

The successful candidate will research, prospect, survey, sell service and parts.

You will deliver quotations for service and repairs to designated types of industrial and commercial doors, and follow up all leads and quotations whilst delivering first class customer service.

As part of your role, you will handle potential enquiries for new products and share them with the office for sales follow up as agreed.

You will prospect, follow up, maximise and deliver first class levels of service and customer care, and act as the point of contact between Hart Door Systems and its prospects, customers and clients within an area stipulated.

You will demonstrate excellent, effective and timely communication skills via phone, face to face, email, social media in line with company core values policy and strategy.

DUTIES AND KEY RESPONSIBILITIES

- To prospect and self-generate sales leads and identified opportunities for new product sales, repairs and service.
- To respond and follow up any sales leads by face-to-face contact, conducting on site surveys and delivery of quotations.
- Respond timely to orders and deliver site surveys
- Liaise with clients and interface between Hart operations timely and diligently as required.
- Promote the sales of HDS manufactured products as per the sales & marketing strategy
- To report on all activities as required including effective timely entry onto the CRM database.
- To research and analyse local market opportunities and provide a formal sales plan for discussion with management in line with agreed and developing strategies to attack the market for the best result.
- Create and implement personal business plans in line with Hart Door Systems company vision and strategy, improve sale conversion rates, increase sales turnover and profitability.
- To complete customer site surveys as required for house accounts for new product and or repairs.
- To achieve agreed sales targets.
- To report weekly as agree, utilise the CRM and database system as required.

SKILLS /TRAINING

- Sales training knowledge and demonstrable capability.
- Experience in the industrial door market.
- Able to conduct and deliver surveys.
- Takes ownership and accountability for own workload and completion of responsibilities.
- Positive, with a high drive to achieve.
- Ability to maintain positive attitude following any sales rejection.
- Clear focus on quality of service and customer satisfaction.

GENERAL RESPONSIBILITIES

- Align company and employee core values.
- If you see something that is wrong do something about correcting it.
- Be responsible and get things done.
- Share information and work towards team building.

DH: 7/2024

- Establish/understand your key performance indicators and maintain this measure so both you and the company know how your performance is measured.
- Be a good team member, demonstrating loyalty and commitment to the organization and team members and always do your best.
- To be fully aware of and adhere to the relevant policies and procedures.
- This job description is intended as a guide to the duties and responsibilities of the post. It does not seek to define all the duties and is subject to amendment/alteration which will be made after full discussion with the post holder.

If you feel you have the skills and experience to be successful in this role then apply today!

To apply please email your CV to **recruitment@hartdoors.com**