

JOB DESCRIPTION



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| Job Title: Internal Sales Supervisor | Location: Hunmanby, North Yorks, U.K. |
| Department: Commercial | Contract: Full time |
| Reports To: Divisional Head of Sales – Power Generation. | Direct Reports: Min. 2 |

1.0 Job Summary & Role

The Internal Sales supervisor, has the accountability of leading the internal sales team, managing the day to day running of the department, processing requirements from quotation stage through to dispatch. A key element of the role is monitoring and motivating the internal team performance to ensure their productivity meets and exceeds the published key performance indicators.

The Internal Sales Supervisor is responsible for on-boarding new starters in line with the company published policies and will be a stakeholder in the recruitment process of new team members.

The Internal Sales Supervisor is accountable for the training and development of all internal sales new recruits to a standard that ensures all aspects of the internal sales support duties can be effectively discharged within 12 week from being appointed and also on-going training required as the business develops.

The Internal sales Supervisor is responsible for keeping abreast with developments in the on-line trading needs of high value customers and creating cost justified recommendations to senior management for process and systems improvements.

Having staff supervision responsibilities requires the Internal Sales Supervisor to keep current on recent best practices for recruitment, absence management, performance management and is accountable keeping the DSE HR People portal updated with any absences and performing return to work meetings in line with current DSE HR policies.

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The internal sales Supervisor must stay current with the latest export documentation requirements.

It's a fast-paced environment that requires a high degree of company and systems/process knowledge and a strong ability to multitask.

Hours : 0830-1700 Mon-Thur, Fri 0830-1500
Reasonable amount of overtime on request

2.0 Key Responsibilities & Main Duties



- Ensure the published Inbound Sales KPI's are met or exceeded on a monthly basis and that individual performances are visible and performance managed and documented where needed through regular dialogue.
- Track function and individual performance monthly and report to management monthly through accurate documentation
- Provide to management documented process/systems improvement / recommendations that will drive efficiencies within the internal sales function.
- Ensure the team processes sales orders in an accurate and timely manner to meet deadlines, also co-ordinate payment terms and final shipping requirements.
- Efficient onboarding of all new starters into the function
- Initial training and on-going training and development of team members in a coordinated way that is well documented and ensures all sub-ordinates can dispense their full duties and includes developments needed due to legislation changes.
- Be the go-to point for BDM escalations for issues relating to customer quotes/orders
- Maintain up to date records of staff absence in the DSE HR People portal
- Perform documented back to work meetings post team absence in the DSE HR portal
- Ensure adherence of all HR and health and safety company policies.
- Provide point of contact for sales enquiries, communicating all requests to the relevant BDM or appointed Distributors/re-sellers.
- Be prepared to step into the junior team members role when needed to maintain performance to published KPI's.
- Ensure the accurate preparation of export documentation ensuring compliance with statutory Customs & Excise procedures based on current legislation.
- Process credit card payments using online payment system.
- Where required work as an effective team member liaising with the Production, Quality, Despatch and Accounts functions to ensure our customers are provided with high quality products delivered on time when the level of work demands.
- Provide assistance in other areas of the company as required.

3.0 Internal & External Relationships

- The Internal Sales Supervisor is required to interface with customers and prospects via phone, email, MS Teams and online portal channels.
- The Internal Sales is required to effectively manage internal relationships with the sales, operations, shipping and despatch functions and support management with requests for information/reports that may be required monthly and, on a time-to-time basis

4.0 Key Performance Indicators

- All orders are to be accurately entered onto the ERP system within one working day of receipt.
- All quotes are to be processed and returned to the customer / prospect within one working day of receipt.
- All orders are to be shipped in line with the customers shipping instructions/dates.



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5.0 Essential/Desirable Factors

| Knowledge | |
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| <p>Essential:</p> <ul style="list-style-type: none"> • Knows how to get the best from a team. • Conversant with export sales practices • Conversant with the latest export documentation requirements • Computer literate in all Microsoft applications and ERP system • Business process and change programs. • Continual improvement programs | <p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge of the electronics/control sector • Business transformation • Knowledge of BREXIT and the implications |
| Skills & Attributes | |
| <p>Essential:</p> <ul style="list-style-type: none"> • Able to demonstrate people leadership skills. • Able to demonstrate people motivation skills. • Performance based mentality • Change agile. • Can do/desire to win attitude. • Team player • Resilient when under pressure. • Customer centric in all aspects of approach to work. • Delivers through the team. • Coaching skills. • Structured and time managed in approach to work. • Embraces a challenge. | <p>Desirable:</p> |
| Experience | |
| <p>Essential:</p> <ul style="list-style-type: none"> • Min 2 years leading a small team in an inbound/call centre environment. • Min 2 years in an export sales role • Min 2 years in a fast based high performance B2B business environment • Min 2 years' experience of end-to-end international sales transactions • Business processes change program exposure. • Experience of managing carriers/freight forwarders. • Leading successful team(s) • Developed and worked to KPI's. | <p>Desirable:</p> <ul style="list-style-type: none"> • Min 5 years leading a small team in an inbound/call centre environment. • Min 5 years in an export sales role • Min 5 years in a fast based high performance B2B business environment • Min 5 years' experience of end-to-end international sales transactions • Worked in a high performing SME. |
| Qualifications | |



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**Essential:**

- Minimum 5 GCSEs, including Maths, English.

Desirable:

- Min 2 A levels
- Degree qualified
- Export documentation accredited

This information has been discussed and agreed with the employee:

Job Holder**Signature****Print Name****Date****Line Manager****Signature****Print Name****Date**

| Created by | Dated Created |
|-------------------|----------------------|
| Simon Whitaker | 29-1-21 |

