

Copper, Brass, Phosphor Bronze, Aluminium Bronze, Aluminium, Stainless Steel



P&P Non-Ferrous Ltd.

Unit 2 & 2A, Albion Works, Moor Street, Brierley Hill, West Midlands, DY5 3SZ

***"Employee Health & Safety is of primary concern and should remain centric to everything we do. Its everyone's responsibility, no shortcuts, no compromise, no one gets injured, everyone goes home safe everyday" Ian Griffiths CEO***

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# **Job Description**

## **For**

# **Sales Executive**

***"The Steel Dynamics Group strives to be the UK Market leader in providing dependable service, consistent value and a reliable partnership that distinguishes us as the ultimate in multi-metal processing. The Sales Executive plays a vital role in the effective engagement of all our stakeholders helping to create an industry leading Quality culture across the organisation".***

**Job Title:** Sales Executive

**Department:** Sales

**Reporting to:** Sales Manager

### **The Role**

The Sales Executive will ensure that a professional, corporate image is projected which always promotes the P&P brand. You will be responsible for contributing towards assigned sales and profit goals. Importantly you must be a willing agent for change and be prepared to be trained when and where required, and be flexible in any aspect of the job when it demands it.

They will be expected to use their technical knowledge and sales skills to promote, develop and retain sales with existing customers, providing service levels that exceed customer expectations and advice on a range of P&P products, with responsibility for identifying and developing areas of growth in both existing and new customers.

The post holder will be a customer focused individual and an excellent communicator in all forms capable of managing key relationships therefore the role will include an amount of travel, otherwise they will be based at P&P Non-Ferrous Ltd.

### **Main Tasks**

- Regularly review the budget performance ensuring it continues to meet, or exceed, the Annual Sales/margin targets set; identifying any potential shortfalls and opportunities to maintain agreed deliverables.
- Fully understand the Product and Service requirements of your customers ensuring that these are always maintained and communicated appropriately.
- Develop long-term relationships with customers, through managing and interpreting their requirements. Seeking to build on these relationships to increase dependency, whether via product, service or knowledge on the Company.
- Maintain existing accounts and identify and introduce new customers who will benefit from Steel Dynamics Group offering.
- Provide regular feedback to Senior Management on competitive environment; key developments; competitor activity; market pricing; general industry trends, geographical focus; new opportunities in the UK for P&P products.
- Maintain customer/potential customer contact lists in the appropriate data base.
- Assist in customer support via engagement with customers visiting the UK sites, attendance at exhibitions, customer site meetings and visits.
- Provide pre-sales technical assistance and product education to customers and potential customers.

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- Understand and undertake all aspects of the “internal” sales order processing.
- Communicate lead times and planned shipments details to customers.
- Provide after-sales support, including but not limited to shipment advice, GRN status, quality issue resolution etc.

### **Product Knowledge**

- Develop a detailed level of understanding of the products and services within the Steel Dynamics Group.
- Use your knowledge and wider experience of P&P products/services to assist others in the Sales process.

### **General Sales Responsibilities**

- Support, through transfer of knowledge, other members of the sales team in developing their understanding of the P&P and SD Group products.
- Provide cover as appropriate within the Sales team.
- Work with the Sales Manager and General Manager to ensure improvements to, and efficiency of, the sales order process.
- Contribute to the continuous improvement of P&P and the SD Group.

The role also includes other general duties to maintain the efficient working of the Sales department. The above list of tasks is not exhaustive, and the Sales Executive may be required to undertake duties as may be reasonably expected.

### **Skills and Abilities**

- A methodical approach to systems and understanding of the importance of standards and established/agreed systems of work.
- Able to make decisions based on experience, have confidence to act and make changes within given boundaries.
- Ability to work unsupervised and take ownership in the role.
- Concentration and focus.
- Excellent verbal communication, written and listening skills.
- Ability to promote P&P in a positive manner.
- Excellent organisational skills.

### **Experience/Knowledge**

- Technically capable to interpret, and advise on, customer specification and requirements.
- Quotation compilation and sales order processing experience is prerequisite.
- Good IT skills and an ability and willingness to learn new systems and processes.
- Proven ability to prioritise workload.

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- Experience and understanding of working to ISO9001 standards and to Quality Management Systems (QMS) .

### **The Person**

- Professional, pro-active and able to work with minimum supervision.
- Positive, outgoing and with a confident disposition.
- Excellent communicator both internally and externally in all mediums, with the ability to understand and summarise customers' feedback.
- An active and flexible team player, contributing and developing solutions to common problems.
- Hard worker who is committed to the role.
- Attentive to detail and thorough in their approach to work.
- Self-motivated and a high degree of commitment to the Company's objectives and targets.
- Able to use their initiative in order to meet tight deadlines.

### **Health and Safety**

It is the responsibility of all post holders to become familiar with and remain compliant with all the health and safety rules and regulations applicable to the Company.