

Job Title:	Consumables Sales Executive
Reports to:	TBC
Main Purpose of Job:	
<p>The Consumables Sales Executive is a proactive and reliable role that provides PenCarrie customers with excellent service. They will be on hand to answer garment decoration questions, make product recommendations and provide demonstrations. They will manage the decoration supply product range, building strong links with suppliers and keeping up to date with the latest innovations. The Consumables Sales Executive will be responsible for the sales on Supacolour (Garment transfer solution), arranging visits to showcase the range and ultimately look to gain extra business.</p>	
Main Responsibilities:	
<ol style="list-style-type: none"> 1. Build and maintain links with both existing and potential PenCarrie customers. 2. Proactively liaising with existing PenCarrie customers and potential new customers to visit and demonstrate new or existing products within the decoration supplies. 3. Provide support and sales for Supacolour, looking to demonstrate the products and they could offer a solution with an aim to increase sales. 4. Educate and impart knowledge to our customers, and potential customers, about the use of different decorating techniques through conversation and practical demonstrations demonstrating how they can add value to their business. 5. Confidently demonstrate decoration techniques across a wide range of print and embroidery equipment and software. 6. Share decoration techniques with customers and help pick out the appropriate garment's customers can use to either create their own brands, or to sell in online retail environments in addition to traditional core markets. 7. Use your sales skills to promote other product lines including own branding garments and higher value garments. 8. Build and maintain strong links with our consumable's suppliers. 9. Proactively travel to customers, prospective customers and external events to demonstrate equipment and consumables on a regional basis and in conjunction with suppliers. 10. The role is office based but travel to customers and suppliers is likely to occur on average 2 days a week but sometimes 3 or 4 days for external events which may require occasional overnight stays. 11. Travel to customers and events will be in a Company vehicle (small van style car). Equipment will need to be loaded and unloaded on departure and arrival. 12. Work to sales targets and KPIs. 13. Provide appropriate feedback to the business through direct line manager. 14. Work independently to manage diary and workload and work as part of the wider sales team. 15. Liaise with Marketing and Customers Services, sharing customer feedback on website and promotional offers to customers. 16. Liaise with the individual Business Development Manager and Internal Sales teams who manages the accounts you are working with sharing feedback and information. 17. Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked. 	
Knowledge, skills and experience required:	
Essential	
<ul style="list-style-type: none"> • Excellent knowledge of garment decoration techniques. • Some sales experience. • Knowledge and experience of excellent Customer Service skills and practices. 	

- Full and clean driving licence.
- Physically able to lift equipment. (PPE and safety equipment will be available when required).
- Excellent communication skills in both spoken and written English.
- Good working knowledge of Microsoft programmes.
- Willingness for personal development and to attend training on products and sales skills on an ongoing basis.

Desirable

- Practical experience of a range of garment decoration techniques.
- Previous experience of sales in a B2B environment.

Competencies:

Customer Focus

Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Drive for Results

Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.

Business Acumen

Knows how businesses work; knowledgeable in current and possible future policies, practices, trends and information affecting his/her business and organisation; knows the competition; is aware of how strategies and tactics work in the marketplace.

Integrity and Trust

Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.

Interpersonal Skills

Relates well to all kinds of people, up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.

Technical Learning

Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry, company, product, or technical knowledge; does well in technical courses and seminars.

Composure

Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

Time Management

Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.

Key Contacts:

JOB DESCRIPTION



Internal: Regional Sales Manager(s), Sales Team, Customer Service Manager, Customer Service Team, Warehouse Manager and Supervisors

External: Customers, Suppliers and potential new customers

Prepared by:

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