|  |
| --- |
| **Section 1: General information**  |
| **Job title:** | **Internal Sales Advisor** |
| **Department:** | **Internal Sales** |
| **Reports to:** | **Internal Sales Supervisor** |
| **Section 2: PenCarrie’s story and purpose** |
| **PenCarrie’s story:**With over 30 years’ experience, PenCarrie has built a strong reputation as a leading B2B supplier to the garment decoration industry. Based in Willand, Devon, PenCarrie stocks over 3,500 product lines from over 75 of the industry’s top brands from promotional t-shirts to high specification outdoor wear. With a primary focus on meeting the needs of customers, PenCarrie delivers not just on choice but on customer service, reliability and the values that make it one of the leading companies in the market. We are a family business employing 300 Team PenCarrie members each of whom is as passionate about the business as the next.**PenCarrie’s Purpose:**The distribution partner that enables exceptional customer success. |
| **Section 3: Purpose and responsibilities of the role** |
| **Main purpose of role:*** Ensure regular communication is in place with PenCarrie’s customers to ensure customer satisfaction is enhanced and encourage increased sales and loyalty.
* Identify prospective new business contacts then research to initiate contact and potential opportunities for proactive selling.
* Follow the call list programme to new customer accounts to collect Company information, incentivise initial orders and ensure timely follow up.
* Work to sales targets using relationship building, consultative selling techniques.
* Cleanse dormant accounts to ensure the customer database is up to date.

**Main responsibilities:**1. Follow the customer call list programme contacting existing customers and maintain the customer database with information gained through calls including type of business, spend patterns etc to keep records complete and up to date.
2. Work within a ‘business pod’ managing an area of accounts alongside the Business Development Manager in that area
3. Work closely with your business partner to identify growth within your account base and reach team targets
4. Handle initial calls to smaller customers who do not warrant a BDM visit, escalating any greater issues to the Internal Sales Supervisor and your business partner.
5. Help to grow and develop new business and increase existing accounts through both regular contact and follow up of promotions and supporting marketing activity, and also by pursuing fading accounts.
6. Research required information on your customer to enable effective calls to be made to prospective business opportunities.
7. Review and refine research information to identify sound potential business and growth opportunities to cascade to the Internal Sales Supervisor for action both within the Internal Sales Team and the visiting Business Development Team.
8. Undertake any relevant administration duties to ensure the smooth running of the Internal Sales operation.
9. Identify and escalate priority issues, concerns or opportunities to the Internal Sales Supervisor and your business partner.
10. Take on full Customer Service Advisor training to support the rest of the department at key times if required.
11. Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked.
12. Must have the space to work from home when necessary. All equipment will be provided.
 |
| **Section 4: Person specification** |
| **Knowledge, skills and experience required:****Essential*** Extensive experience of working in a telephone sales environment and handling outbound calls, ideally to both known and new contacts.
* Experience of sales.
* Hands on experience of working with call centre systems, numerical data and metrics.
* Excellent telephone manner.
* Knowledge and/or experience of Customer Service principles and practices.
* Good working knowledge of Microsoft programmes.
* Able to read and interpret detailed numerical data and maintain both numerical and written reports and databases.
* Ability to build lasting customer relationships.

**Desirable*** Previous experience in a similar role
* Experience in a B2B sales environment

**PenCarrie Values****We’re dedicated to customer success.*** Everyone of us can make a difference to our customers’ experience.
* We actively look for ways to help our customers succeed.
* Our customers are considered in every decision we make.

**We build strong and respectful relationships.*** We create a kind, safe and inclusive workplace where everyone feels they can thrive.
* We collaborate to find solutions and build ideas.
* We’re prepared to have the difficult conversations, giving and receiving feedback.

**We look forward and embrace change.*** We’re bold, brave and inspirational.
* We look up, look out and look forward.
* We anticipate and embrace change.

**We’re proud of everything we do.*** We strive to improve in everything we do.
* We celebrate our achievements.
* We all have a voice.
* We know our priorities and implement with conviction and pace.

**We grow responsibly.*** We use our resources wisely.
* We’re clear and transparent in our communications to all our stakeholders.
* We’re committed to reducing our environmental impact.
* We give back to your communities.

Icon  Description automatically generated |
| **Section 5: Job description prepared by:** |
| **Job title: Sophie Stafford****Date: August 2023** |