

JOB DESCRIPTION



Section 1: General information	
Job title:	Pricing & Sales Support Assistant
Department:	Quotes
Reports to:	Quotes & Pricing Manager, Director of Sales, Marketing & Customer Service
Section 2: PenCarrie's story and purpose	
<p>PenCarrie's story:</p> <p>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 4,000 product lines from over 80 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.</p> <p>PenCarrie's Purpose:</p> <p>The distribution partner that enables exceptional customer success.</p>	
Section 3: Purpose and responsibilities of the role	
<p>Main purpose of role:</p> <p>Assisting the Quotes & Pricing Manager on a day-to-day basis – initial point of contact for BDT/Sales Queries and issues, pricing queries, problem solving and organising carriage deals and customer rebates</p> <p>Main responsibilities:</p> <ol style="list-style-type: none">1. Providing support to the Pricing & Quotes Manager in dealing with queries for BDT, Internal Sales and House Accounts2. Working with the Pricing Manager to maintain relationships with House Accounts which will include problem solving, managing large orders and ensuring they are shipped as efficiently as possible. Regular contact and support and gaining market and industry insight.3. Providing cover for the Quotes Team when requested by the Pricing Manager – to include cover for holidays and absence.4. Setting up pricing deals, carriage deals and overseeing layering accounts including regular reviews of the same.5. Ad Hoc reporting for the Pricing Manager and the Director of Sales as and when requested6. monitoring of competitor stock to provide current market intelligence7. Maintaining and building relationships with BDT and Internal Sales <p>Managing customer rebate schemes as agreed by the Pricing Manager and Director of Sales, to include collating information, logging schemes onto the system and issuing regular updates to the customer</p> <ol style="list-style-type: none">8. Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked.	
Section 4: Person specification	
<p>Knowledge, skills and experience required:</p> <p>Experience of working in a busy Customer Service based environment. Good working knowledge of Excel and Word. Excellent communication skills in both written and spoken English.</p>	

Essential

- A calm and efficient manner.
- Ability to problem solve and make decisions in a timely manner.
- Be organised and able to present data in a timely, coherent, and efficient manner.
- Have a friendly, approachable manner and be patient when dealing with internal and external challenges.
- Have an eye for detail, great organisational skills.
- Prioritising tasks and managing workload in the best way are key attributes required.

Desirable

- Previous Soft Sales Experience would be advantageous.

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.

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Section 5: Job description prepared by:

Job title: Quotes and Pricing Manager & Director of Sales, Marketing and Customer Services

Date: August 2023