

JOB DESCRIPTION



Section 1: General information	
Job title:	Quotes Team Advisor
Department:	Quotes
Reports to:	Quotes & Pricing Manager
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 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.</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>As a Quotes Team Advisor, you will be working within a small team to support the Quotes & Pricing Manager. Daily duties will involve managing multiple incoming customer enquiries via phone and e-mail requesting calculations and quotes for one-off and large orders. The Quotes Team Advisor will work to gain business from customers whilst protecting our profit margin.</p> <p>Main responsibilities:</p> <ol style="list-style-type: none">1. Receive all incoming correspondence regarding customers and prospective customers quotes and collate all required information (e.g. check stock, calculate order values) to enable the accurate and timely production of quotes.2. Provide an excellent standard of customer service and reliable information to customers to generate new and repeat orders.3. Work closely and effectively with the Quotes & Pricing Manager to get the required information to produce quotes and effectively secure orders.4. Accurately record quote information to allow future reporting and analysis of business lost and gained.5. When required contact customers to follow up on quotes provided, including relevant questioning, and record reasons why the quote was not successful.6. Develop and maintain customer relationships to maximise profitability.7. Provide support to the Quotes & Pricing Manager in adding agreed deals and terms to customer accounts and record information relating to this fully to keep accurate records.8. Provide assistance to the Customer Service Team when required, taking customer orders and answering queries and other appropriate tasks to ensure customers receive a consistent level of excellent service.9. Work collaboratively as a part of the Quotes Team to ensure that all work is completed satisfactorily and to agreed deadlines.10. Liaise with the Customer Services Team and the Business Development Team to ensure all customers' quoting needs are met and that the process is completed efficiently and accurately.11. Maintain and produce reports on quotes and deals information as requested to inform business planning.12. Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked.	

Section 4: Person specification

Knowledge, skills and experience required:

Essential

- Experience in a similar role.
- Demonstrable understanding of how to handle customers and provide excellent customer service.
- Proven ability to build and maintain rapport with customers.
- Sound IT skills – including Microsoft Office packages such as Excel, Word and Outlook, especially sufficient knowledge of Excel that allows for detailed reporting and analysis when required.
- Mathematical accuracy and general competence with numbers.
- Good analytical skills.
- Excellent telephone manner with first class communication skills.

Desirable

- Some similar relevant experience in handling large scale quotes.
- Experience of data analysis through Excel.

PenCarrie Values

We're dedicated to customer success.

- Every one 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 build trust in each other.
- 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 our communities.



Section 5: Job description prepared by

Job title: Quotes & Pricing Manager

Date: June 2025