**Job Description**

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| **Job Title** | Internal project representative |
| **Division** | phs Warner Howard |
| **Reports to** | Telesales Team Leader |

**Main Purpose**

Manage the team’s construction project sales pipeline through to order.

Working with our ABI platform, manage the and build the project pipeline across the business. Talking with customers, contractors, and end users to keep the project quote log up to date, monitor the progress of each project quote through to receipt of order.

The role requires excellent communication skills and utilising these skills to work very closely with fellow team members, and customers alike.

**Key Tasks**

* Plan and prioritise your activities and customer contact towards achieving agreed KPI’s and general productivity.
* Understand customer needs and requirements, using ABI identify future opportunities to build project pipeline and see projects through to conclusion.
* Contribute towards business targets and profit by way of meeting and/or exceeding set KPI’s as an individual and contributing to the teams.
* Liaising with internal and external colleagues to gather & update project details and follow these up with the relevant wholesalers.
* Respond to customer enquiries efficiently and within timescales.
* Use excellent telephone and communication skills when talking to customers, ensure that units quoted remain within the customer/project guidelines/specification.
* Use internal customer contact tools and systems, to manage the day to day running of your data, ensure systems are always maintained and updated.
* Embrace methods of working practice and development of a "can do "will do” approach.
* Adopt best practices within the team, share and highlight areas where the team and our customers can benefit either through different ways of working or approaches.
* Assisting the office team leader in the day-to-day tasks of the business during holiday periods

### Dimensions

Does the role have any direct or indirect responsibility for financial budgets or company assets?

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| Yes: | ü |  | No:  |  |
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Personal Targets contribute to the Team and Division achievements.

**Knowledge & Experience**

Ideally with B2B experience in one of the following 3:

* Internal Sales/Business Development
* Telemarketing/Telesales
* Lead development/appointment Setting.

Excellent communication skills including questioning skills.

Ability to demonstrate good business understanding and ability to engage at all levels in business.

**Creativity**

It is necessary for the jobholder to be able to:

* Ability to work on own initiative.
* To use personal judgement and initiative to develop effective and constructive solutions to for the customers and overcome challenges and obstacles as part of daily activities.

**Decisions and Ownership**

* Negotiate and make pricing decisions for the customer that supports the aims of phs Warner Howard.
* Delivery of targets and/or objectives.
* Handle any customer issues as they occur, and assist customer service, or the customer, to resolve them to a satisfactory conclusion.
* Provide line manager/ business with KPI’s/customer information as required.
* Attend training to develop relevant knowledge, techniques, and skills.
* To work with others in your team, sharing ideas on how best to serve the customer.
* Demonstrate PHS Core Values: Professionalism, Teamwork, Trust, and Honesty

**Contacts and Communication**

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| Internal | Team members and other functions including, Customer Services, Stock Control, warehouse | 40% |
| External | Customers/Contractors | 60% |