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Job Description

Trainee Sales Person

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Reports to: **Managing Director and Operations Director**

As a Trainee Sales Person you will learn to be proactively responsible for plan and carry out all sales activities on assigned accounts or areas. You will learn to manage both new and existing accounts from initial sale right through to ensuring service delivery and beyond by securing long term relationships and repeat business from your client base within a competitive market.

KEY RESPONSIBILITIES:

- Develop and maintain relationships with external clients.
- Negotiating with external clients, solving any problems and making sure deadlines are met.
- Provide sales/after sales support to external clients and monitor and resolve client specific concerns.
- Providing technical support to external clients.
- Maintain accurate contact information on external clients.
- Providing price quotes to external clients when needed.
- Assist external clients by suggesting products appropriate to their needs.
- Communicate special requests by external clients to Design, Production and Installation Departments and Management.
- Schedule sales activity.
- Develop and maintain a customer database.
- Make sales calls to new and existing clients.
- Develop sales proposals.
- Source and develop client referrals.
- Suggesting price reviews based on feedback from external clients.
- Attending team meeting and sharing best practice with colleagues.

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- Checking and reporting on the external clients account's progress.
- Keeping in contact with the external client at all stages of the order.
- Respond to sales inquiries and concerns by phone, electronically or in person.
- Monitor and report on sales activities and follow up for management.
- The ability to network professionally and obtain proactive leads and opportunities.
- Ensure customer service satisfaction and good client relationships.
- Follow up on sales activity.
- Liaising with suppliers to check the progress of existing orders.
- Reviewing your own sales performance, aiming to meet or exceed targets.
- Liaise on behalf of **The Sussex Sign Company** with various trade professionals.

KEY SUCCESS CRITERIA:

- Working within the Sales Department for the achievement of client satisfaction, revenue generation, and long-term account goals in line with company vision and values.
- Be able to communicate successfully in both written and verbal format.
- Be cordial and amenable.
- Be confident, be tactful and have a persuasive manner.
- Have complete understanding of company pricing and proposal models.
- Demonstrates the ability to carry on a business conversation with business representatives and decision makers.
- Ability to work under pressure.
- Good organisational and time management skills.
- Good 'people skills', for working with a range of colleagues and clients.
- A professional manner.
- Ability to work with little or no supervision whilst also being a team player.
- Ability to take initiative.
- Deliver personal and team sales targets.
- Demonstrate a passion for sales and customer service.
- Demonstrates a desire to learn, willingness to do both menial tasks and take on more complex challenges.
- Demonstrate the ability and willingness to build and maintain positive relationships.

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- Possess the ability to work with management to achieve Company goals including customer satisfaction and company profitability.
- Demonstrate willingness to work together with peers and other departments to improve quality and performance.
- Assist in finding efficiencies for the department.
- Demonstrate the ability to handle many issues, items and functions at one time and deal rapidly with multiple items in prioritised sequence.
- Demonstrate the ability to set and prioritise goals and achieve them as scheduled.
- Demonstrate flexibility to adjust to rapidly changing requirements and schedules.
- Demonstrate the ability to act on own initiative

QUALIFICATIONS & SKILLS:

- Desire to continue education through trade shows, seminars, special courses, etc.
- Excellent communication skills, both written and verbal.
- Flexible, enthusiastic and “Can Do” attitude.
- Computer literate.
- Multitasking ability.
- Negotiation skills.
- Objection handling.
- Listening skills.

EXPERIENCE:

- Knowledge of basic business and customer service principles.
- Must be able to work independently and or part of a professional team.

PREFERABLE SKILLS:

- Have knowledge and experience of working within the sign industry.
- Experience in sales.
- Ability to demonstrate business financial awareness.
- Knowledge of basic business and customer service principles.
- Proven ability to achieve sales targets.
- Knowledge of principles and practices of sales.
- Proven ability to achieve sales targets.
- Knowledge of principles and practices of sales.
- Ability to demonstrate business financial awareness.

LEVEL OF AUTHORITY:

- None.

This job description is subject to review to ensure that it reflects the strategic direction requirements of **The Sussex Sign Company**.

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business, is helping
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YEARS

The benefit of using
The Sussex Sign Company
is that we can help you
with all your requirements
from concept through to branding
and production.

No fuss, no hidden extra fees and
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