



Sales Office Manager

Reporting to: Sales Director

Location: SAM Mouldings, Newpark Industrial Estate, Greystone Road, Antrim, BT41 2RU.

Job Summary

Effectively managing the internal sales team and work closely with the external sales team to deliver business class service levels to all customers on time, efficiently and within budget whilst continually increasing company profitable sales.

Main Responsibilities of the Job

Lead the internal sales team to ensure we increase customer spend and that their order expectations are met on time, in full, efficiently and within budget.

Manage the quotation process to ensure we win business at profitable contribution levels and satisfy customer expectations.

Overseeing the external sales team activity to ensure all systems are updated and meeting outcomes are actioned and communicated accurately and timely.

Liaise regularly with all relevant departments to ensure customer expectations are managed and delivered.

Promote and ensure compliance with the company's Integrated Management System to include quality, environmental and safety requirements as the norm across the team members and promote a culture of standardised work.

Create, develop and ensure accountability for departmental key performance indicators, tactical plans and departmental projects to ensure company strategic goals are achieved. This will include analysis of margins, conversion rates, market gap opportunities and all relevant information required for sales meetings.

Lead relevant departmental communication forums, encouraging two-way communication, and ensure company information is communicated effectively.

Champion effective employee relations whilst demonstrating a flexible management style, adopting the appropriate style for the given situation.



Attract, retain and build high performing teams and promote SAM as the company of choice.

All other duties as required.

Personnel Specification

Essential Criteria	
Education	Minimum of GCSE qualification in Maths & English to grade A-C or equivalent.
Experience	Minimum of 3 years' experience in a management position with 2+ direct reports OR 4 years' equivalent experience at Supervisor Level with 2+ direct reports. Minimum of 3 years' experience building customer relationships, resolving customer queries and delivering suitable outcomes for both the customer and company.
Special Skills	Strong people management skills. Ability to problem solve and have excellent analytical skills to interpret sales performance and market trend information. Excellent interpersonal skills. You must be professional, have a high degree of initiative and have the ability to relate to and understand all areas of the business. You need to demonstrate and lead by the company values.
Circumstances	You must be flexible with regards your working hours and be able to travel outside of Northern Ireland if required.
Desirable Criteria (All below are optional to insert)	
Experience	Experience in a busy internal sales office environment for a company that manufactures made to order products.
Special Skills	Language skills.



	Strong coaching and mentoring skills.
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Key Terms & Conditions

Contract Type	Full Time, Permanent Contract. 6 months probationary period applies.
Hours of work	42.5 Hours per week inclusive of break times.
Salary range	To be discussed with successful applicant. Payment is made monthly by BACS transfer
Pension	3% employer contribution & 3% employee contribution.
ICT Package	Company mobile phone, laptop and access to the company network for off site working.
Holiday Entitlement	5.8 weeks inclusive of all statutory holidays and factory closures.
Healthcare Package	Westfield Healthcare Level 1 cover for the employee : Available after 6 months and covers the employee's children under the age of 18. Non-contractual and fully funded by the company.
Life Assurance Package	Terms and conditions do apply.
Bonus Scheme	"Profit share" and "Customer Satisfaction" bonuses apply. Non-contractual and both are annual bonus payments.

Application Process

Please submit CV's by 4pm on Friday 17th June 2016. Late applications will NOT be accepted.

To apply for this position the employer requires you to complete the following documents and return them via the apply link below.



****All successful applicants will be required to undertake a pre-employment medical to include Drugs & Alcohol testing****

Interviews for this position will be held during WC 27th June 2016.

SAM Mouldings is an equal opportunities employer.