

OUTLETS **THE TILE SOURCE** | ALDERSHOT | SOUTHAMPTON | HEDGE END | BRIGHTON
HTW TILE DISTRIBUTION | ALDERSHOT | SOUTHAMPTON | BRIGHTON
HTW BUILDING AND ROOFING SUPPLIES | ALDERSHOT
THE LONDON TILE COMPANY | BRENTFORD



STN - vacancy

Sales Office Advisor - ref: STN0046

Address: HTW TILE Distribution
Centurion Park
Bitterne Road West
Southampton
SO18 1UB

Contact Name: **Brian Batten**

Contact Telephone: 02380 639977

Contact email: brianb@htw.co.uk

Sales Office Advisor Job Specification

Job Role and overall aim

- Selling to customers over the phone, trade counter and in the showroom, using computer systems, and manual systems in a timely and productive manner. Taking the initiative in communicating with customers, staff, managers and suppliers to maximise sales and solve problems. To learn about the products you sell. To be polite, clean and smart and work in a safe manner. The Sales and Telesales Advisor will report directly to the Branch Customer Service Manager.

Specific objectives

- To master basic workstation controls within one week (i.e. tuning on/off following visual instructions, basic pop-ups and menu navigation). After one year you will be expected to be fully conversant.
- To master sales order processing stock control and IBT systems within the probationary period.
- To understand and follow Hampshire Tiles pricing policies and understand how the discount matrix system works within the probationary period.
- To follow Hampshire Tile telephone procedures within one week of starting.
- To have a basic technical product knowledge by end of the probationary period and a good knowledge within one year.
- To take cash, cheques, credit card payments from customers in accordance with Hampshire Tile procedures within one month of starting.
- To be able to pick small orders from stock in a safe and accurate manner within one month of starting.
- To check all work thoroughly for mistakes and potential problems.
- To communicate details of problems to customers, staff and management promptly and take responsibility for correcting any problems found.
- To actively sell add-on products or get customers to trade up within six months of starting. This activity to be carried out in general telephone sales calls, by tele-sales to targeted customers and over the trade counter.
- To take responsibility for telephoning customers within six months of starting to obtain sales leads information, to build relationships and actively selling products.
- General filing duties to be carried out promptly and efficiently.
- To sell customers the full range of required ancillary and finishing items.
- To answer incoming calls within five seconds.

Standards of work

- To adhere to Hampshire Tile Warehouse Ltd's company dress and hygiene code policy.
- To conduct your work in a courteous and cheerful manner.
- To be at your work station at the appointed start and leaving time.
- To minimise unauthorised absence.
- To be accurate and productive.
- To promptly communicate to customers, staff, managers and suppliers details of any problems and ensure they are corrected.
- All written paperwork to be neat, legible and logical.