

# Walker Greenbank

**JOB TITLE** – International Contract Sales Executive

**REPORTS TO** –International Contract Business Development Sales Manager

**LOCATION** – Office /Remote

**DEPARTMENT**– Contract Sales

**SCOPE OF JOB** –

To provide executive contract sales account support, to the International BDM, working alongside the intercompany sales teams and dealing directly customer management support, within designated client base.

Research and lead generation will be integral to this role when office based, to feed pipeline leads for International BDM.

In the field the primary focus is to build direct sales relationships, delivering sales project management focus. This a remote and office-based remit, with travel forming 30%-40% in year one, growing to 50% in year two.

As required, support the International contract desk accordingly to enable best in class service levels to underpin sales growth.

**PURPOSE** -

This role is responsible for supporting and driving, delivery of year on year growth and revenue within expenditure budgets; converting specifications to grow market share.

**KEY RESPONSIBILITIES**

- Execute and drive sales plan to achieve and exceed agreed sales targets within own territory and the business unit within set expenditure budgets, maintaining appropriate margin
- Develop and implement strategic business plans as directed by IBDM within market sectors
- Ensure the Brands are fully and appropriately represented across all customers types
- Drive and secure new sales opportunities in line with business unit's strategic plans.
- Be a clear and regular proactive source of communication between our customers, Head Office Teams IBDM & Contract sales director, keeping the team fully informed of activities.
- Regular analysis of sales information for future business development
- Ensure clarity of product knowledge, core business development skills and key business acumen skills to be able to drive growth within customer base.
- Act as the first point of contact for assigned customers, ensuring there is regular customer visits appropriate to customer's current and potential turnover and segmentation
- Assist in setting budget and sales targets.
- Assist on special project work as directed
- Month reporting on sales performance with updated forecasts, risk assessment and market activity
- Support and development of focus on contract activity within assigned internal team and client base
- Supporting the IBDM & Contract sales director to deliver a business unit strategy which is Global not just local
- Leading working party teams under direction of the IBDM as required

- Establish and maintain strong customer relationships.
- Achieve sales and budgeted targets levels for the team, while maximising profits.
- Formulate and implement effective journey plan.
- Maintain regular customer visits appropriate to customer's current and potential turnover.
- Ensure all business leads, issues and information are communicated to the sales team.
- To liase and update the administration teams with customer and project information.
- To proactively follow up sales leads and enquiries.

# Walker Greenbank

- To project manage and co-ordinate contracts with the team members through to completion.
- To report on product development required for your client base.
- Ensure maximum sell-in of all new and old collections as appropriate.
- Keep records updated on all customers.
- Prepare and submit reports as requested in timely manner.
- Completion of all administration accurately and punctually.
- Build strong customer relations to give confidence and support.
- Develop accounts through effective communication, networking and management of project information.
- Assist at Trade Shows to promote new and existing collections.
- Help with Customer complaints as requested by Customer Services.
- Report on market conditions and competitor activity.
- Maintain Company equipment to a high standard.
- Maintain good working relationships with contracts director, sales team and colleagues.

## Standards of Performance:

- Highest level of communication and interpersonal skills.
- Exceptional levels of customer service.
- Targets met and exceeded, working within set budgets.
- Objectives prioritised, set and managed.
- Effective distribution achieved.
- Professional representation of company at all times.
- To prepare fully for all Sales Meetings and give constructive consideration and contribution.

## MEASURES OF SUCCESS

- Achievement of sales budget year on year
- Working within agreed expenditure budgets
- Maintenance of a stable and professional relationship with clients , team and the business
- Promotion, distribution and presentation of the brands in the most effective and efficient manner and in keeping with the brand identity
- Continued ability to learn and adapt in line with business and market expectations
- Maintain customer satisfaction with service levels
- Ensure excellent professional reputation of the team, internally and externally

## CONNECTING WITH OTHERS

- Customers – Relationship management and business development
- Customer Service – Working to support & liaise with CSM to ensure level of service and feedback on performance
- Working with IBDM to ensure clear and effective management of projects in line with business unit performance SLA

## CONNECTING WITH OTHERS

- Share & report market intel to IBDM
- Sales project management to guide sales desk support
- Contact reporting on market objectives & visits
- Transparent time management and planning informing of travel and activity with wider team

# Walker Greenbank

<b>QUALIFICATION</b> <ul style="list-style-type: none"><li>• Degree level qualification or at least five years sales or sales admin experience within a high performing team</li></ul>	<b>EXPERIENCE &amp; SKILLS</b> <ul style="list-style-type: none"><li>• Team player</li><li>• Proven sales experience</li><li>• Strong business sense and industry expertise</li><li>• Demonstrate ability to present, and communicate effectively</li><li>• Self-driven, results orientated and a positive outlook</li><li>• MS Office skills</li><li>• CRM and WG360</li><li>• Driving Licence</li><li>• Highly organised</li></ul>
--	--

<b>BEHAVIOURS</b> <p>Strategic, passionate, articulate, collaborative, customer focused, disciplined, independent, team player, ambitious, strong communication skills and strong understanding of relationship management.</p>
---

## FOR LINE MANAGER ROLES ONLY

<b>COST RESPONSIBILITY – Contracts Employee Salaries</b>	<b>REVENUE RESPONSIBILITY –</b> Joint team responsible for contracts business unit sales growth, with specific co responsibility for Internal contract sales, and designated territory management in line with budgeted targets.
<b>INFLUENCE – SALES, MARKETING</b>	

*I agree within reason to undertake other duties over and above those listed in the job description.*