



Simon Safety

TOTAL HEAD TO TOE PROTECTION

Position Profile: Internal Sales and Customer Service Executive.

Company: Simon Safety & Lifting Centre Ltd - Pembrokeshire

Job Type: Full-time

Location: Pembrokeshire

Simon Safety & Lifting Centre Ltd, known as Simon Safety are a growing manufacturer and distributor of safety and workplace supplies, established over 23 years ago, with strong links to customers across the UK. Due to our continued success and expansion, we have a fantastic opportunity as we are recruiting an internal Sales and Customer Service Executive to join our team based at our headquarters in Neyland, Pembrokeshire. You will be responsible for managing a portfolio of trading customer accounts to build and maintain strong relationships with them. As well as this, you would need to be able to grow your own customer base by developing new business opportunities.

The ideal candidate would have a minimum of 2 years sales and customer service experience, previous internal sales experience, and the ability to exceed expectations within a team whilst hitting individual targets and giving the best customer service to our strong portfolio of customers.

Key Responsibilities

Sales

- Make Outbound Sales daily calls to generate repeat orders, ensuring all orders are captured, and opportunities are taken to maximise sales and margin through our core product offer, own brand etc.
- Grow and develop new and lapsed accounts within a defined portfolio against targets, working with other sales staff to achieve maximum potential.
- Study reports, complete gap analysis on customer accounts, and constantly review customer trends with a view to identifying ways to increase sales and margin.

Customer Service

- Accurately set up customers and orders on the CRM system, completing call logs and reports
- Deal with all customer issues/ queries/ requests for product and service information promptly, efficiently, and courteously, ensuring appropriate follow-up is completed where required.
- Manage out of stock items by communicating with purchasing, offering alternative products, and advising customer accordingly.
- Maintain effective communications and good working relationships with all internal and external teams, particularly operations, sales, stock control and credit control to ensure maximum customer service levels are achieved.

If you're ready to work in a team environment alongside talented people who take pride in delivering the best results, apply today!

Job Type: Full-time, Permanent

Basic Salary range: £23,000 – 24,000 per annum

Additional pay:

- Bonus scheme –£25,000 to £35,000 OTE Uncapped

Employee Benefits:

- Private Healthcare
- Full Perks package including fuel and food discounts.
- Additional Holidays based on time served.
- Regular company social events and team building
- Wellbeing Days

Schedule:

- Monday to Friday, 8am to 5pm

This is an excellent opportunity for the right person. To apply please email your CV and a covering letter to:

jobs@simon-safety.co.uk