

Technical Sales Consultant – Job Description

Company: Lift Services (S&I)

Function: LA & Private Sales

Reports to: National LA Sales Manager

Purpose

The role is to provide technical support to the public and private sector sales teams whilst monitoring and attaining high levels of accuracy on product application and surveys submitted.

Key Responsibilities

1. To provide on and offsite support to the sales team and management with site visits, aborts, Jigs etc and provide feedback on solutions
2. Working with our Andover based Technical Sales Consultant and other key stakeholders, create an accessible, workable and logical process for all drawings, surveys and approvals.
3. Monitor and check Stairtracker submissions, rail design drawings and consultant approvals for risk factors and training opportunities. A quarterly monitor of submitted Stairtracker surveys (LA & Private) should be completed and feedback provided to the relevant RSM / NSM
4. Induction and refresher training of Stairtracker including field support and monitoring of submissions.
5. Managing architect and builders enquiries including quotation, submission and follow up communication.
6. Available to advise and support Customer Services with LA & Private sales related CRM cases
7. Available to provide any necessary additional advice and support Telecentre with Stairlift product and application knowledge
8. To gain a thorough understanding of the products sold by the Company and develop an understanding of competitor products
9. To fully understand and appreciate the internal and external sales process as appropriate and maintain knowledge by active participation in regular meetings and training sessions.
10. To develop the ability to assess the needs of the client through good questioning techniques and to use the assessment to safely offer solutions that are fit for purpose and suited to the client's needs.

Technical Sales Consultant – Job Description

11. To work with the Management Team to maximise the return on Stannah products and services sold by either raising sales volume, sales value or reducing losses
12. To carry out site visits, where required, in order to better assess a customer's requirements and give best advice.
13. To perform company and product presentations to existing and prospective customers where required.
14. To develop good and effective working relationships within the Company.
15. To develop good and effective relationships with other Stannah group operating companies in order to maximise opportunities.
16. To provide cover for vacant territories and be prepared, if necessary, to stay away from home as required.
17. To become involved in occasional project work as requested by or agreed with the Sales Management.
18. To participate in regular review meetings with Sales Management and team sales meetings as requested and to assist with development and training issues as appropriate.
19. To constructively support the Sales Management in the implementation of procedures and work methods and to bring to their attention, any issues which may affect the Company's performance, morale or reputation.
20. To ensure that all regular reports are completed accurately and are returned in a timely manner. Any other requests for information that may arise must be actioned accurately and within agreed timescales.
21. To maintain at all times the highest standards of professionalism, honesty, integrity and safety in keeping with the Company's position in the market and brand.
22. Be fully aware of and comply with the Company's Health and Safety Policy.
23. To be fully aware of Health and Safety requirements and to implement Health and Safety Processes when carrying out company business.
24. To assist with management, updating and distribution of Survey Manual content and updates.
25. To keep your vehicle in a presentable condition at all times and maintained to the standard set out in the Company Rule Book.

Technical Sales Consultant – Job Description

This list is not exhaustive and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the Technical Sales Consultant function.

Skills and Experience

- To have experience of CAD and Stannah product application rules
- To be a confident communicator at all levels with customers and within Stannah group operating companies.
- To have commercial awareness of the Stairlift Market
- To have the ability to conduct a technical evaluation of a Stairtracker survey, rail design drawing and confirm suitability / best fit
- To have the ability to prioritise effectively but to alter plans if circumstances change.
- To have the ability to see tasks through to a conclusion and meet deadlines.
- To be organised and work in a structured way.
- To be proactive and able to work independently.
- To be committed to providing a high quality customer service.
- To be tenacious and not give up easily.
- To have a questioning mind and not taking things for granted
- To have good organisational skills
- To have excellent IT skills – Word, Excel, Outlook, Adobe (Strong benefit if CAD / Rail Design trained)

Personal Attributes and Behaviours

- A range of personal styles to positively influence different internal stakeholders to maximise their contributions to an excellent survey and sales process
- Confident and dynamic individual able to use own initiative
- Creative thinker able to drive continuous improvement
- Excellent team working skills to achieve company goals by motivating and coordinating others

Managerial and Supervisory Responsibility

Not Applicable

Relationships

Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate potentially technical complex information.

External

External agencies including customers.