

## Job Description

**Local Job Title;**           **Parts and Service Spares Sales Administrator**  
**Department;**           **Parts and Service**  
**Reports to;**           **Parts and Service Manager**

### Summary

Responsible for pursuing Parts and Service Sales, installation, refurbishments and spares contracts from existing and new customers by promoting and selling the Company's products and services.

Completes assigned activities under the direction of the Parts and Service Team Leader and Manager

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following.

1. Form and maintain effective relationships with existing, new and potential clients.
2. The ability to place the customer first and offer excellent customer service and develop good customer relations to realize the customer's ultimate goal to their clients.
3. Preparing quotations and framework proposals for submission to the customer outlining both commercial and technical aspects of the company's offer.
4. Handle RFQ's from customer for standard and non-standard parts.
5. Interpret customer's requirements and select suitable processes and products from the Company portfolio together with ancillary items.
6. Performs all work in accordance with established safety procedures.
7. Other duties may be assigned as required.

**LOCAL DUTIES AND RESPONSIBILITIES** include the following;

1. Investigate Jacopa archive both digital and physical for current bills of materials and drawings.
2. Liaise with internal departments and external suppliers to establish costs and design parameters.
3. Produce an accurate and detailed quotation for the parts required and submit to customer.
4. Follow up quotation with customer and provide any additional assistance necessary to secure the contract.
5. Extend and develop business relationships to encourage further business from the end user.
6. Establish contacts at all levels within the order chain.

7. Review orders technically and commercially and issue an internal specification of the service being supplied.
8. Provide back-up for the sales department as required.
9. Assist in the project management of all contracts as required.
10. Attend liaison meeting/site visits with existing and new clients which may involve overnight stays away from home.
11. Assist in the production of monthly and annual rolling sales forecasts and reports.

**LEADERSHIP/SUPERVISORY RESPONSIBILITIES:**

None

**EDUCATION, TRAINING AND EXPERIENCE:**

Previous sales, telephone sales and key account experience preferably gained within the Water industry preferred but not essential.

Good mechanical engineering mindset.

Experience in proposal, quotations or Design Engineering would be an advantage.

**COMMUNICATION SKILLS:**

Ability to respond effectively to sensitive enquiries and complaints.

Ability to understand and both read, write and converse in English.

Ability to work independently and converse verbally by both telephone and digital media with internal and external customers.

Must be able to communicate verbally and in writing on a technical level and assist with preparing and delivering formal presentations.

**INDEPENDENT JUDGEMENT, DECISION MAKING & PROBLEM SOLVING:**

Ability to make decisions requiring the use of a single variable in standard situations.

Ability to make decisions when selling products to enhance company profitability.

**OTHER SKILLS AND ABILITIES**

**Computer skills:** Excellent computer skills, including in MS suite of Outlook, Word, Excel, Powerpoint, Teams. Capability to quickly develop skills in other software, experience in the use of ERP systems an advantage but not essential as full training available

**Mathematical skills:** Ability to understand and apply basic mathematical concepts such as addition, subtraction, multiplication and division.



**Travel:** Some travel to clients sites may be required.

**Other:** Ability to work conscientiously whilst unsupervised.

Ability to understand the sales of Capital and Commodity related products to the Water Industry.

Ability to recognize potential sales or service opportunities.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

Date Prepared March 2022

Approved by Line Manager Date.....

Signed by Employee Date.....