

## Introduction

The company see it as good practice to define the role of each member of staff in order to clearly identify the roles and responsibilities. The following is meant as a guide and not an exhaustive schedule and can be subject to change at any time.

## Position Overview

The Internal Sales Engineers role is to support the companys sales department by receiving customer enquires, reviewing them and interpreting them accurately whilst preparing a well defined quotation that meets the customers technical requirements and is commercially attractive to the customer while meeting the required margins set by the company.

**Reports to:** Sales Manager & General Manager

## Role, Responsibilities & Requirements

1. The Internal Sales engineer will be responsible for receiving enquiries, technically evaluating the customer's requirements, cost accurately the scope of supply and involvement required by the company, and produce high quality proposals/bids that meet the customers' requirements whilst adhering to the company's commercial policies.
2. They will regularly liaise with the Sales Manager, Sales Engineers and General Manager where necessary to co-ordinate the correct technical and commercial response to the client.
3. Will have a sound knowledge of the products and services both technically and commercially that the company provide will be essential to the success of this position.
4. Liaise effectively with sub-suppliers for technical and commercial information and evaluate competently the received information as part of the proposal and bid process to the companies client.
5. Liaise competently, confidently and promptly with all customers, developing a good working relationship and attend to their requirements or requests efficiently and diligently ensuring that customers receive the highest level of customer service from all areas of the organisation.
6. Liaise efficiently with all areas of the main manufacturing plant ensuring that relevant information is supplied or received promptly as part of the proposal/bid process.
7. To progress quotations with customers to verify that our proposals has interpreted their requirements correctly, to ascertain if our proposal is commercially acceptable and to ensure that the company is in the best possible position to win any potential business.
8. To review customer orders, make competent technical and commercial evaluations of the customers order and relevant specifications. Complete the contract review high lighting and notifying the involved departments of there input to the order and alerting the Sales Manager and general manager to any non standard commercial requirements that may impact the company prior to passing the order to the contract administration department.

**N.B.** Notwithstanding the detail in this job description , the job holder will undertake such work as may be determined by the General Manager from time to time, up to or at a level consistent with the principal responsibilities of the job.