

Portfolio Sales Consultant

Job Description & Personal Specification

Stannah

Function: Sales of Maintenance Contract into the Branch Portfolio

Reports to: Branch Manager

Purpose

To grow the portfolio of Passenger Lifts, Escalators, Goods Lifts, Stairlifts & Access Lifts for the Service Branch through sales and retention activities.

Key Responsibilities

- To seek out, identify and target prospective new customers, working to win them onto contract
- Liaise with existing customers approaching the end of their contract term, to secure onto a renewed contract
- Convert customers nearing the end of their warranty period onto contract
- Identify and maintain close working relationships with key, high value contracts to ensure satisfaction
- Maintain accurate (excel), detailed records of activities, including but not limited to:
 - Lead source
 - Lift location and ownership details
 - Meeting minute records
 - Condition reports
 - Quotations
 - Order success failure (with reasons)
- Arrange and conduct site surveys and meetings including technical assessments of lifts and the suitability of taking a lift on a comprehensive contract.
- Quote for minor repairs if required when taking new lifts on to contract
- Complete tender documents to a high presentation standard
- Provide accurate and timely proposals to customers with organized approach to regular follow up
- Effective liaison with all stakeholders, both internal and external
- Provide regular reports and updates to Branch Manager on activity
- Promote the benefit of the Stannah Brand as one entity
- Compilation of bulk tenders and PQQ documentation when required
- Carry out responsibilities in a safe and proper manner both for self and for the well-being of others.
- Ensure a high standard of quality, delivery of service, and customer care is maintained
- Demonstration of ingenuity, flexibility and a passion to seek out all possibilities in order to succeed
- Working throughout the Service Branch area will require regular travel plus a mix of working from home (subject to pre-management approval) and at Stannah offices.

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 sales function.

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 technical complex and sensitive information.

External

External agencies including suppliers and customers.

PERSON SPECIFICATION

Skills and Experience

- Proven experience in Sales or Business Development and the sales process
- Demonstrable understanding of excellent customer service
- Computer knowledge, particularly of MS Office for reporting, liaising and sending customer proposals
- Knowledge of lifts is essential in this role, probably with a strong engineering biased.
- A significant track record of success in a similar business environment, managing relationships in a high value M&R service environment with demanding business and consumer customer base across the UK.
- Strong understanding of how to drive growth through minor repair activity
- Extensive relationship building experience together with strong interpersonal and customer communication skills
- An ability to develop and manage working operational relationships at all levels between customer and company personnel to ensure full engagement with the Service Branch team and customer base.
- A well developed understanding of best in class customer service.
- Strong communication - verbal, written, listening and presentation skills.

Personal Attributes and Behaviours

- Excellent communication skills with the ability to interact at all levels and with different departments
- Able to deal with long term customer relationships and budget settling scenarios, filling resource time slots for the future of the business. Developing a long-term investment programme led sales pipeline of orders, volume management essential
- Calm & effective under pressure – able to turn around urgent sales opportunities quickly and accurately
- High levels of self-motivation and tenacity to deliver on business plans
- Gravitas with peers, co-worker, customers, suppliers and distributors
- A self-starter, creative problem solver who is results focused
- Team Player with the ability to work on your own initiative
- Positive can-do attitude
- Well organised and manage time effectively by focusing on priorities and results.
- Commitment to actively improve own skills, knowledge, business awareness and performance through ongoing personal development.
- A personal commitment to the values of the Stannah Group, to deliver on promises and demonstrate that we care
- Willingness to Travel.

Portfolio Sales Consultant

Job Description & Personal Specification

Managerial and Supervisory Responsibility

- None

Education and Qualifications

- Professional or technical qualifications required.
- Degree or equivalent, with postgraduate business qualifications desirable.

Other information:

- The jobholder will be based at their contracted Service Branch Office and will be required to travel to sites, other Branch Network and locations as and when required.
- Company Car Grade D.
- 25 Days Annual Holidays plus 8 Bank Holidays.
- Employee Benefits including but not limited to Stannah Rewards, Pension, Cycle to Work Scheme, Performance Plan, Wellbeing etc.