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| **Job Title:** | Sales and Customer Service Executive |
| **Reports Directly To:** | Emma Jackson-Drake, Sales Manager |
| **Location:** | Shepton Mallet, Somerset |
| **Pay:** | £16,000 - £17,500 DOE |
| **Closing Date:** | 7 April 2017 |

**Purpose of the Position**

To ensure that all customers of the Company have the most positive experience from initial contact to after-sales service while always aiming to build long-term relationships with every client. In addition, to be an exceptional first point of contact for every customer, whether by email, telephone, face-to-face, social media, or online live chat. To embrace, promote, maintain, and develop Timbersource’s unique website including, but not limited to, processing of sales orders, creation of marketing plans and materials, research and analysis of ecommerce custom, and use of social media. Finally, to have a positive attitude to learning about the timber industry and implementing new skills to enhance the job role.

**Person**

A background in sales, customer service, or marketing is desirable; however, for the right candidate full training can be provided in all aspects of the role.

**Salary**

The basic salary for the positon will be £16,000 - £17,500. In addition to this, after the probationary period, there may be opportunity for a profit-related bonus to be implemented.

**Benefits**

Timbersource is prepared to invest in the right candidate, offering continued professional development (CPD) courses where applicable to business needs, a workplace pension (matched to 8%), and a diverse team that never works weekends or bank holidays!

**About Timbersource Limited**

As a leading timber supplier in the UK we recognise the importance of sustainability. In response to the global challenges presented by climate change issues, sustainable wood provides a natural and eco-friendly solution to many of the material resource problems we face today. Sustainable timber produced from well-managed sources is considered to be one of the planet’s most valuable resources. Timber is recyclable material that can be produced on a mass scale, to be used for a wide variety of different purposes.

Timbersource stock comes from sustainable forests, which are replanted after they are harvested. There are two main bodies of certification that ensure that companies that source wood do it from fully managed sustainable forests. These are The Forest Stewardship Council (FSC) and Programme for the Endorsement of Forest Certification schemes (PEFC). Timbersource holds both these certificates.

Timbersource is located at Quarry Way, Waterlip, Shepton Mallet, Somerset, BA4 4RN, United Kingdom. Since 2001, our warehousing capacity has increased to 340,000 cubic feet, along with our milling, production facilities and external space.

Whilst we are well known as a timber supplier to trade, we are happy to sell to members of the public.

Typically, we aim to supply and deliver our timber nationwide via our own fleet of vehicles or external couriers within 72 hours.

**Point of Contact**

Sam Franklin, Human Resources Manager
samfranklin@timbersource.co.uk
+44 (0) 1373 469905

If you have any questions involving this vacancy, please do not hesitate to get in contact.

**Job Description**

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| --- | --- |
| **Job Title** | Sales and Customer Service Executive |
| **Department** | Sales Department |
| **Reporting To** | Emma Jackson-Drake, Sales Manager |
| **Main Purpose of Job** | To ensure that all customers of the Company have the most positive experience from initial contact to after-sales service while always aiming to build long-term relationships with every client. In addition, to be an exceptional first point of contact for every customer, whether by email, telephone, face-to-face, social media, or online live chat. To embrace, promote, maintain, and develop Timbersource’s unique website including, but not limited to, processing of sales orders, creation of marketing plans and materials, research and analysis of ecommerce custom, and use of social media. Finally, to have a positive attitude to learning about the timber industry and implementing new skills to enhance the job role. |
| **Key Tasks** | * Answering inbound communications in all forms (telephone, face-to-face, email, social media, online live chat)
* Providing excellent customer service to customers at all stages of the sales order process
* Responding to customer queries regarding their order
* Working with the management team to develop marketing strategies and materials
* Researching and analysing our ecommerce sales and suggesting future strategies for improvement
* Processing of ecommerce orders
 |
| **Key Results/Objectives** | * Build rapport with clients and ensure repeat custom
* Maximise all selling opportunities for the Company
* Enhance the Company’s ecommerce sales
* Promote the Company at all opportunities
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**Person Specification**

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** | * GCSE English & Maths
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| **Skills/Competencies** | * Competent user of Microsoft Excel
* Good telephone manner
* Ability to build a rapport with clients
* Computer literacy
 | * Use of multi-line phone system
 |
| **Knowledge** |  | * Timber industry
* Marketing and social media
 |
| **Previous Experience** |  | * Sales/customer service/marketing background
* Market research and analysis
 |
| **Special Attributes** | * Ability to self-manage
 |  |
| **Personal Qualities** | * Self-motivated
* Driven
* Determined
* Positive attitude
* Good communicator
 | * Creative thinker
 |

**Please attach a copy of your CV, and email to** samfranklin@timbersource.co.uk**.**

**1. Personal Details**

|  |  |
| --- | --- |
| **Vacancy Applied for:** |  |
| **Surname:** |  |
| **First Names:** |  |
| **Address:** |  |
| **Contract Telephone:** |  |

**2. Education and Training**

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| --- | --- |
| **Education Establishments Attended (with dates):** |  |
| **Details and Results of Examinations:***Please include all examinations with grades and level (eg. GCSE).* |  |
| **Craft/Other Training/Qualifications:** |  |

**3. Employment History**

*Please note, no contact will be made with your current employer before a conditional offer of employment is made.*

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| --- |
| **Present/Previous Employer** |
| **Name:** |  |
| **Address:** |  |
| **Email Address:** |  |
| **Contact Telephone:** |  |
| **Your Job Title:** |  |
| **Duties:** |  |
| **Rate of Pay:** |  |

**Please tell us about other jobs you have done and the skills you have learnt:**

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**4. Personal Statement**

Please tell us why you applied for this job, and why you think you will be our best candidate.

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**5. Other Information**

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| --- | --- |
| **Do you consider yourself to have a disability?** | **[ ]** Yes[ ]  No |
| **Please tell us if there any ‘reasonable adjustments’ we can make to assist you in your application or with our recruitment process:** |  |
| **Please tell us of any dates you are not available for interview:** |  |

**I can confirm that to the best of my knowledge the above information is correct. I accept that providing deliberately false information could result in my application being withdrawn or being dismissed from the Company in the event of employment.**

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| --- |
| **Candidate** |
| **Signature:** |  | **Date:** |  |
| **Name:** |  |