

Company Introduction

Corrosion Resistant Products Ltd. (CRP) is a global leader in the manufacture and distribution of high performing fluoropolymer lined piping, fittings, valves, sampling systems and other associated equipment. CRP's products are recognized as premium products in the market. Top quality, best product performance and satisfying customer service are the key for the success. Annual sales are in the order of £15 million, with between one third and one half of the sales into export territories. The business is 41 years old and is part of a Swedish Group of engineering companies. The company employs 74 people, with 39 directly in manufacturing.

The products are used for conveying hazardous and corrosive chemicals and CRP's customers are chemicals, pharmaceuticals, fine chemicals, agro-chemical and petrochemical manufacturers to name a few. Many of these are household names. CRP works hard to be close to the customer throughout the markets in which it works. Well known by the customer base in the UK the business is both growing and profitable.

The role falls within the small sales team, reporting to the Sales Office Manager. The business uses an ERP system called Efac along with spreadsheets to prepare quotations and to check the work in progress.

Key Accountabilities:

The role involves the support of the Company's customers with their requests for quotations and product queries. Instrumental in the success of this role is ensuring the sales team attain its targets by operating and communicating with new and existing customers, ensuring their satisfaction. This requires good technical understanding, high amount of flexibility and intelligence.

- To assist customers with their requests, focusing mostly on providing quotations, schedules of the products included and distributing the sales documentation as appropriate.
- To prepare and then follow up on any sales quotations produced for customers, negotiating terms and delivery time scales at a cost best suited for them and CRP.
- To efficiently respond to any online or telephone queries, however complex, in a calm and friendly manner.
- To liaise between other departments and the customer to keep them updated and to provide a service most suitable to their needs, cost and time restraints.
- To work closely with other members of the sales team to assess progress of the department and assist in the development of sales strategies to overcome challenges.
- To produce reports, both verbally and in writing, on progress of enquiries and those quotations that have been converted to sales orders.
- To maintain a healthy relationship with existing customers whilst opening up fresh connections.
- To prepare proposals, agreements and ensure that the database is kept current.
- To maintain an efficient work environment that meets all the principles of lean manufacturing and lends itself to increases in productivity.

- To attend events and customer premises to develop and maintain good relationships with contacts.
- To co-ordinate customer complaints, ensuring that those responsible play a part in their resolution and they are prevented from happening a second time.
- To develop the skills and knowledge to continually improve in the role, such as acquiring the ability to interpret engineering drawings.
- To support the good team spirits within the sales team and the whole CRP staff.

Education and Experience

- A sales or marketing qualifications (or a related subject) would be an advantage.
- An experience in selling technical products would be a beneficial.
- An excellent polite and persuasive communication skills, both in writing and over the telephone.
- A passionate, hard worker and well organised professional with the ability to multi-task.
- An ability to work alone, but also as part of a wider team.
- An ability to meet deadlines, liaise with other departments and attend to the detail.
- An ability to manipulate data, use several IT systems side by side and experience of Excel is important.

Salary and Benefits

The company offers a competitive basic salary together with a bonus scheme based on order activity.

Core hours would be Monday-Friday 39.5 hours total.

Twenty annual days holiday plus statutory days in the first year rising to 25 days in the second year. Also up to five additional service days are given on a phased basis after 10 years of employment.

The Company provides a contributory personal pension plan. The Company will match personal contributions up to a maximum of 5% of the basic salary. When you join this scheme the company will also provide Death in Service benefits which is currently set at 4 times the basic salary. The employee must be a contributing member of the pension scheme to receive this benefit.