

Domestic Heating Sales Manager

Reports To: Managing Director

Job Purpose

This is a unique position within the company for a dynamic person with a strong sales and technical background within the heating and plumbing sector. Having a proven track record of delivering and achieving sales targets you will be responsible for providing face to face technical advice to our clients across a range of gas, oil, and renewable energy heating solutions.

Visiting customers in their home or via TEAMS etc, you will be responsible for designing the best heating solution to meet the customer's demands. Preparing the quotation and securing the works (further technical support available if and when required). The majority of leads will be provided through targeted marketing activity and referrals, however it is expected that you also self-generate leads.

You will be instrumental in communicating with the Engineers, Admin Team, Board of Directors, and clients. We encourage forward thinking and welcome new ideas on improving processes and the customer experience, to ensure the smooth running of this area. At certain times you will need to deal with a heavy workload so good organisation and IT skills are essential.

Person Specification

You will be a team player contributing to the achievement of the business goals and objectives, however you must also be capable of working on their own initiative. A self-starter with natural energy and enthusiasm, must be results driven with a focus to succeed. Someone who enjoys taking on a challenge and is not frightened to try new ways of delivering the objective, taking complete ownership and responsibility for delivery.

Capable of building rapport with the customer and leveraging your technical knowledge and expertise in a commercial way to secure the order. Must have previous experience working in a similar role with the ability to think logically, be determined, persuasive, and able to make things happen.

Main Duties, Responsibilities and Accountabilities

- Take ownership of the sale from appointment to complete installation
- Conducting surveys for customers and analyse technical, environmental and government grants available
- To identify the best technical solutions for our customers, design and produce a quotation
- Actively follow up quotes to optimise sales (telephone, email and txt as and when required)
- Using the CRM system to produce and present monthly and quarterly sales summaries
- Keep up to date with technology within this evolving market
- Adhering to company principles and values
- Any other duties reasonably requested to cover business steps which occasionally could involve working some weekends to accommodate customer needs and ensure that roadshows, exhibitions and events are adequately resourced.

Key Relationships

- Internal - Operations Director, Administration Teams, Engineers
- External – Clients, Customers, Manufacturers

What's in it for you?

- The basic wage is negotiable depending upon experience and knowledge. We offer a commission model which is a mix of unit sales payments and a percentage of revenue generated.
- Working for a well established local company where you are treated as a person and not a number
- Predominately working within a 30 mile radius of the Bristol office
- Provided with a company vehicle for business use only
- Laptop/IPAD/Mobile Phone
- Company Pension scheme
- Holiday Sacrifice scheme

In addition to the above, we provide a friendly and inclusive working environment where you will be listened to and recognised for your contribution. We take your development seriously and the Directors will have regular feedback conversations with you to help you grow and fulfil your potential.

Our Values

- **Passion** – We are passionate about the quality of our work and the service we provide to our customers, suppliers and each other
- **Pride** – We are proud of our Company and our reputation and are committed to being the best we can
- **Professionalism** – We are qualified and a well trained team, always behaving in a professional manner treating everyone with courtesy, respect and consideration
- **Protective** – We will protect the reputation and sustainability of our business and are accountable for every decision we make. We are trusted and reliable
- **Proactive** – We are forward thinking. We use the very best technology, equipment and training to always be able to provide the best solution for the customer

We promote diversity in employment and welcome applications from all sections of the community.