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BCS GROUP

Internal Sales Executive

The Role:

The Internal Sales Executive is responsible for developing a customer portfolio with a keen focus on account management.

To provide an excellent level of customer service and maximise on all opportunities to assist with the growth of all aspects of BCS.

To support the Internal Sales Team with the processing of hire and sale orders when required.

Key Responsibilities:

Customer Account Management

- Develop customer relationships with allocated accounts to maximise on opportunities with existing customers.
- Provide customers with guidance on products and services.
- Identify potential new customers and make contact daily with new businesses to promote BCS.
- Log all enquiries and calls completed within the system.
- Responsible for achieving targets for new customer accounts, growth of existing customers, calls made and orders won as agreed with management.

Quotations

- Raise system quotations for all customer enquiries, liaising with account managers where required and senior management for high value enquiries.
- Ensure customer enquiries are dealt within agreed timescales and all communications are saved within the system to provide the team with visibility.
- Monitor open quotations and follow up on all quotations submitted to customers by agreed follow up dates.
- Obtain reasons why for all quotations not won, feeding this information back into the system for reporting purposes.

Customer Service

- Ensure the level of service provided to BCS customers is of the highest standard and all communications maintained.
- Queries and issues are to be dealt with as a matter of urgency to minimise the potential impact on the business.
- Complaints process to be followed for all customer complaints.
- Monitor sales due for delivery each day and follow up on all unconfirmed orders to prevent orders becoming overdue.
- Queries relating to stock, transport etc must be fed back to customer to agree a new delivery date.
- Phone calls are to be answered within 3 rings.

Sale & Hire Order Processing

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- Support the Internal Sales Team with processing customer orders and requisitions received for hire and sale products as required.
- Liaising with department team leaders on availability of hire products and system alerts for stocked items.
- Maintain communication with the customer for all information required to fully process orders.
- Liaise with the procurement team on all bespoke requests to obtain cost and availability.
- Follow up on stock alerts with the procurement team to obtain delivery dates and split orders within the system where required.
- Assist with the management of the central mailbox for all incoming orders, ensuring emails are dealt with in a timely manner and processed in the system for visibility of progress.
- Ensure we are maximising hire utilisation across the business working with team leaders and management to fulfill all hire requests.
- Provide the external hire team with requisitions for hire items we are unable to supply.

System and Process

- Responsible for maintaining a cleansed system with relevant data.
- Customer contacts and address details to be saved in full and removed as required.
- Documents to be saved in the system folder structure for all correspondence.
- Adhere to all system alerts; customers on hold, credit limits, agreed sale prices.
- Assist with the goods return to customer process generating collection paperwork and creating miscellaneous trips within the depot schedule.
- Follow up returns to depot and investigate issues where required.
- Investigate credit requests and feedback to management and accounts team where required.
- Work with the accounts team on all proforma account orders ensuring payments are completed prior to processing with the operations team.
- Ensure processes are followed, providing management with feedback to assist with continuous improvement. Contribute to the near miss procedure.
- Maintain a high level of customer service at all times.

Key measures & targets:

- New customer accounts and revenue generated
- Existing customer growth
- Number of calls made to potential customers
- Reports; Quotes requiring follow up, overdue sales

Key relationships:

- Head of Signs & Supplies Division
- Internal Sales Team Leader and Internal Sales Coordinators
- Sales Manager and External Sales Team

Person Specification:

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The successful candidate is likely to meet all of the following criteria:

Essential

- Previous experience managing a portfolio of customer accounts
- Self-motivated and ambitious
- Ability to network at exhibitions and customer events
- Good administrative and organisational skills.
- Computer literate essential
- Good understanding of customer service expectations and excellent telephone manner
- Able to communicate with a number of other teams to fulfil order requirements
- Product knowledge of traffic management and PPE

Desirable

- Product knowledge of safety, tool and plant hire equipment and understanding of the Fabrications industry
- System experience using similar SOP system to Syrinx and CRM system similar to Goldmine

Benefits:

As well as offering a competitive salary, remuneration for this role includes flexible benefits, which provides a range of guaranteed benefits including but not limited to:

- 5% Company pension contribution
- Life Assurance at 2 x notional salary
- Single persons private medical cover
- Permanent Health Cover

About BCS Group:

BCS Group, a subsidiary of Barhale Holdings Plc, is a privately-owned company. We are a leading supplier of safety and construction products and services that has depots in both the Midlands and Scotland. We pride ourselves on providing a first-class service to all our customers, ensuring the right product or solution is delivered to the right location on time. With over 5,000 items within our core range, BCS Group can fulfil any order and ensure it is delivered direct via our own dedicated transport fleet or those of our partners.

Manufacturing: Our capabilities include standard and bespoke signage, labels, temporary and permanent road traffic signs and bespoke steel fabrication/installation which includes foot bridges, walkways, flooring, guardrails, ladders and tunnelling products.

Extensive Stock Range: Distributor of leading industry brands in PPE & clothing, traffic management, safety & lifting and site equipment products. These include Bollé, Pulsar, Globus, Rock Fall, Progarm, Portwest, Melba Swintex, Oxford Plastics, JSP, Nissen, Carters, Orafol, Crowcon, Radiodetection, Dräger, Ridgegear, and Plant Nappy.

Safety Equipment Servicing: Specialist safety & lifting repair, calibration and inspection since 1999. We have our own purpose-built maintenance and calibration facility for gas



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detection, cable avoidance, breathing apparatus and lifting equipment which along with our fully equipped mobile calibration unit is where all maintenance and repairs are carried out. Our staff are trained and fully qualified in maintenance, calibration and inspection of a full range of specialist safety & lifting equipment.

Our People: With a direct work force philosophy, the company culture is driven by our core values, which describes how we act day-to-day. We ensure all your needs are met through our national call centre and dedicated account management.

Triple Accreditation: ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 and ISO 50001:2011 standards, which means our customers can have complete confidence that we have an ongoing commitment to be a safe, efficient and responsible partner.

How to apply:

Please send your current CV and covering email outlining your suitability for the role and quoting the reference number to vacancies@bcsgroup.co.uk.

We are an equal opportunities employer. We are determined that no job applicant or employee receives less favourable treatment on the grounds of sex, pregnancy or maternity, gender re-assignment, sexual orientation, religion or belief, marriage or civil partnership, age, race or disability. All information will remain confidential to Barhale and will be handled in accordance with the requirements of the Data Protection Act.