

Job Description

Post: Office Sales

Responsible to: Sales Manager

Job Purpose: General sales for all Ison products for customers throughout the UK

Main Duties & Responsibilities:

General sales for all Ison products for customers throughout the UK

1. Service retail outlets, by answering general queries and requests, via the telephone and email.
2. Build effective relationships with nominated dealers by maintaining regular contact and resolving their concerns.
3. Daily process all orders from dealers received via phone, email and website.
4. Run PDQ card payments.
5. Run backorder reports and keep customers updated with when items are back in stock.
6. Increase dealer sales via 'up-sales'.
7. Attend trade shows and public shows as required, and help out wherever necessary including; dealing with and making recommendations to dealers and end users, loading vans, driving vans to and from shows and setting up displays.
8. Meet sales and objectives as agreed with sales manager
9. Developing and implementing special sales activities in order to reduce stock
10. Provide training to new sales employees
11. Assisting in the execution of marketing plans of the company as required

General

12. At all times work safely, ensuring your own safety and that of others in the Company
13. At all times work within all Company procedures and protocols
14. Undertake other duties as reasonably requested by the Company

Person Specification

Education, Knowledge and Training/Qualifications:

- **Essential:**
 - Good working knowledge of bikes and bike parts
 - Ability to clearly communicate by telephone and email
- **Relevant but not essential**
 - Knowledge of the main suppliers in the bicycle industry
 - Qualified to drive van and full, clean driving licence

Experience

Personal attributes and skills required to perform in the job effectively

Ability to:

- Employ effective communication skills, both verbal, written and by email
- Establish effective relationships with dealers and 'up sell' with confidence
- Work methodically and accurately when processing customer orders
- Work well on own initiative and as part of a team
- Multi-task, prioritise and manage time effectively
- Be flexible to meet deadlines
- Remain calm when under pressure
- Be available to attend trade shows both in UK and in Europe and further afield, which may involve late working, overnight stays and weekend working
- Undertake manual handling to load / unload vans