

## Trainee Sales Estimator.

Pendle Doors Ltd is a family run business based in Darwen, Blackburn. We are a bespoke timber fire door & doorset manufacturer who have been established for over 30 years.

You will be joining us at a very exciting and prosperous time, as we invest heavily throughout our growing business following the acquisition of our 2<sup>nd</sup> site.

As a result of this expansion and company goals, we aim to significantly increase turnover over the next 5 years, and as a result we are investing in a number of new roles, specifically within our Sales team. The Sales Team is at the core of making our ambitions become a reality, and we are excited to welcome new members to join our incredibly high performing team.

The fire doorset market is driven by legislation and compliance. We do not expect candidates to join us with any specific knowledge of the industry, however we are looking for highly motivated people, with an eagerness to learn and adapt their existing strengths, and perform as part of a broader team.

The next chapter of Pendle Doors is exciting and challenging, but we know through our various employee channels such as company away days and employee engagement surveys, that we have the best people in place to support us. We welcome all applications from people looking to join and be a part of our journey, growth and success.

We offer many company benefits which include:

- Health Care Options, a commitment to wellbeing
- Extra holiday leave at Christmas
- Staff away days
- Cycle to Work Scheme
- Coffee Van visits once a month
- Free on site parking
- EV car salary sacrifice scheme

### **Working Hours**

We are looking for someone full time and our normal operating hours are Monday-Friday totalling 39.25 hours. We are willing to discuss some flexibility on this in line with current working operations.

**Responsibilities (to note, you will gain these responsibilities as you progress through your training and development plan):**

- Liaising with existing and potential customers to determine their requirements.
- To analyse customer requests and requirements, applying product and industry knowledge to develop legal and industry compliance.
- Confidently interpret architectural drawings and incorporate current legislative requirements.
- To effectively manage the customer relationship from original enquiry through to orders. Whilst actively seeking new opportunities for future sales.
- To input sales quotations and sales orders in line with company software and processes.
- To be able to operate competently under pressure.
- To manage customers in a manner informed by our company values, to provide a resolution which exceeds expectations.
- To confidently present information to customers, suppliers, colleagues on a one to one basis. This may include the public at trade shows and charity partnership events.
- To conduct site visits to support and build customer relationships and provide on-going support and further development.
- To be able to recognise and implement opportunities for added value items, upsell, potential future orders and customer projects.

### **Training and development**

- It is anticipated that following a tailored training period of 6 months, you will be a fully competent sales member and able to support customers with orders and queries.
- There will be ongoing professional and personal development that you will be expected to engage in. This is to further enhance your ongoing learning, industry expertise and product knowledge

### **Key Skills**

#### **Essential**

- High level of attention to detail.
- Excellent level of IT literacy, to include a working knowledge of Microsoft Office applications; Word, Excel, Powerpoint.
- Experience of dealing with a range of customer queries in a professional manner, focusing on developing professional working relationships.
- Excellent interpersonal and communication skills, including the ability to work collaboratively as part of a team and be confident when working independently.
- Experience of prioritising workload to meet competing deadlines.
- Ability to work competently under pressure.
- Sales driven mentality, customer focused, inquisitive.
- Being able to empathise, understanding perspective from all parties, diplomacy when needed.

**Desirable**

- Experience of using Sage or other similar software
- Previous experience in a sales role
- Previous experience within the manufacturing sector
- Current Driving licence

Job Types: Full-time, Permanent

Salary: Competitive, depending upon experience.

In the first instance, please forward your CV to [rizwan@pendledoors.co.uk](mailto:rizwan@pendledoors.co.uk)