

Service Sales Executive

Reporting to the Sales Director, the role is responsible for profitably **developing the Company's** service & maintenance contracts.

Focus will be a geographical patch local to VWS head office within Glasgow/Edinburgh.

Focus will be a geographical patch local to VWS northern office within Dundee/Aberdeen.

Main Duties & Key Responsibilities

Primary Activities

- Develop sales of new service contracts
- Develop sales of security systems installations
- Conduct site surveys to assess customer needs
- Sales will generally be generated via cold calls and telephone appointment setting
- Presentation of proposals to customers
- Account management
- Establish and maintain good customer relations
- Prepare and implement annual business plan; update regularly
- Attain agreed KPI targets for cold calls, visits, quotations and orders; monitor and review.
- Develop opportunities through marketing activities and networking
- Liaise with sales support and telesales with marketing initiatives
- Maintain up-to-date sales forecast record
- Regularly report activity at monthly sales meeting

Secondary Activities

Provide input to Company's lead generation activities

Liaising with Design, Installation and Service staff as part of the smooth processing of customer requirements
Understand and apply company procedures under Quality and H&S as part of the sales process and functions
Advise Sales Support of whereabouts at all times via outlook which is to be populated at least 1 week in advance.

SKILLS, KNOWLEDGE, EXPERIENCE

Required:

- Proven track record in sales
- Experience of cold calling and/or telesales
- IT skills on Microsoft Office systems

Desirable (but not mandatory):

- Experience of a service industry

PERSONAL ATTRIBUTES

- Customer service focus
- Ability to think on a strategic level and align projects to VWS business goals.
- Implement and monitor a structured system of plans, policies, procedures and controls in order to continuously **improve the Department's** performance
- Ability to communicate well, laterally and vertically within the organisation. Have good influencing and presentation skills, and able to liaise with customers and suppliers
- An effective decision maker
- Good organisation and planning skills
- An aptitude for technology