



Sales Technician: Job Description.

Location:

Chimflue Ltd - Andover Depot. Sales Office & Trade Counter / Contracts & Works Offices.

Job Title:

Sales Technician.

This is an ideal career building position for a customer focused, technically minded individual with drive and determination. Based in our busy Andover sales office and focusing on Key Account customers such as Plumber's Merchant groups and small to medium Boiler & Heating Engineering companies, offering technical support and design advice with sales quotation.

Reporting To:

Sales Office Supervisor / General Manager.

Main Purpose Of Role:

To assist with administration of day-to-day transactions on the trade counter and in the sales office of the Andover depot.

To communicate and assist customers effectively with enquiries on the trade counter or via email / telephone and to take accurate details for design, support and quotation.

To provide flue specification and sizing support to colleagues as well as customers. Carrying out Exodraft fan / flue system sizings.

To produce drawings using basic 2D computer aided design from customer details provided so that a system can be quoted and manufactured.

Liaising with buying-in and suppliers to advise lead times and availability to customers and colleagues.

Using company information management systems to provide instant prices, part numbers, discount and availability to customers over the phone.

Ensuring that customers receive the highest quality outcome at a highly competitive price every time to ensure we win their repeat business.

Providing excellent customer service and after sales support.

(Full ongoing training is provided as and where necessary including CAD training if needed).