

Job Description
for
Commercial Proposals Manager

Reporting to: Sales Director

Main Duties:

- **To be responsible for managing and developing a competent internal sales function which can produce technically accurate costings and quotations for, primarily, bespoke industrial pump packages and systems.**

Customer Liaison

- Receiving, interpreting and communicating important information within customer supplied tender specification documents relating to sales enquiries for Process and Industrial Pump units to sales managers and internal quotation staff including day to day planning of workload and allocation.
- Take all forms of sales enquires for pumps/units etc by Phone, fax and internet /web based, acknowledge receipt and accept or decline these.
- Manage the incoming enquiries, add this data to the 'rolling' live enquiries database, and assign responsibility for enquiry completion to an internal sales person.

Sales Team Management

- Support the internal sales team with a suitable equipment selection/create a 'brief' for each enquiry.
- Oversee / expedite the enquiry turnaround via the internal sales team.
- Review internal sales person's costings, checking for errors and omissions checking markups (technical accuracy is critical), discussions/meetings with sub suppliers dependent on type of quote.
- Review quotations or tender documents prior to sending to client, again technical accuracy, content and 'wording' of front sheet or letter to personalise the quotation to suit the enquiry.
- Provide 'office based' sales support for our Internal Sales personnel and customers.

External Sales Liaison

- Work with the external Sales Managers or customer prospects to ascertain the enquiry information necessary to produce sales quotations including technical product selection, quotation document and costing through standardised costing templates and technical specifications.

Database maintenance

- Maintain and develop an accurate pump unit costing database for Calder's range of high pressure industrial pump units, including trailer jettors, Rigsafe units and fixed installation pump units such as filter press applications.
- Ensure regular updates of supplier pricelists into Pegasus.
- Manage the sales office electronic and paper filing structure.
- Maintain and improve the Sales Office electronic data filing structure to allow ease of location of previously filed sales information, including quotes, costs, brochures, reference lists etc.

CRM

- Implement and Manage the data input into the CRM system, recording client communication quote follow ups to keep external sales team up to date with latest communications to their clients'

Engineering Liaison

- Produce pre-order P&ID's, handover documents and support information relevant to potential new projects to assist the Engineering Department when undertaking a design and build for new unit orders.

Stock Control

- Regularly review spare parts /stock level requirements in conjunction with spares Manager.

KPIs

- Monitor and report to the Sales Director important KPI's including, value & volume of quotes per month, conversion/success rates, monthly order intake and product mix of orders received.

The skills, competencies and experience that best fit the job are:

- A sound technical understanding of Calder's product range and its various applications.
- Excellent customer liaison skills.
- Good standard of written and verbal communication.
- Computer literacy in Access, Excel and Word.
- Experience of CRM computerised systems.
- Experience of Autocad.
- Confident telephone manner.

- Experienced in many of our business functions, particularly sales and cost estimating, in an engineered product environment.
- Experience of managing a small team of sales professionals.
- Aware of Legislative requirements of the job role including ATEX requirements, Quality and Environmental Systems and the ability to work to the expected requirements of these systems.

The job holder should be:

- A team player.
- Willing to work long hours when required to meet client based deadlines.
- Flexible in the face of conflicting priorities.
- Prepared to be “hands-on”.
- Keen to learn and develop a strong internal sales function.
- Commercially aware.
- Keen to project the professional image of Calder.
- A diligent & disciplined administrator, you will also be practical, methodical, pragmatic and able to ‘multi-task’.