

# TCMM shutter group

## Job Specification

<b>Title of the position:</b>	Inside Sales Executive
<b>Department:</b>	Sales & Marketing
<b>Reports to:</b>	Sales Supervisor
<b>Contract type:</b>	Permanent
<b>Salary per annum</b>	From £18,000 - £20,000 basic (OTE £22-£26k)
<b>Hours of Work:</b>	40 per week, flexible to cover 8am-7pm Mon-Fri. Some Saturday's 10am-4pm.
<b>Prime location of Work:</b>	Quayside House, Hove, BN41 1WF

## About us

TCMM Shutter Group is one of the UK's largest shutter companies. Home to leading brands such as Shutterly Fabulous and California Shutters, we also have a partnership with John Lewis & Partners to supply and fit all of the shutters that are purchased by their customers across the UK.

Our business continues to grow at a very strong rate and this success is largely due to the excellent quality of our product and our first-class customer service.

All our brands are rated as 'Great' or above on Trustpilot reflecting the dedication of our team of passionate, happy people working here.

We never underestimate the power of genuine, caring customer service and providing value for money that's second to none. We are also extremely proud to say that we're one of the first UK shutter companies to be accredited by The Guild of Master Craftsmen.

## Description

We are in a period of rapid growth and are looking for ambitious people to drive this growth. With prior success at over-performing within inside sales teams, you know what it takes to exceed targets. Using your excellent interpersonal and networking skills, you will forge strong relationships with customers to influence and accelerate decisions. You will be accountable for delivering profitable revenue growth, generating new sales opportunities, converting sales opportunity pipeline and monitoring performance versus KPI's to achieve all targets.

## Key Responsibilities

- Contribute to proactive marketing campaigns
- Qualify leads and schedule sales appointments
- Proactively make outbound calls to generate or re-generate sales opportunities
- Accurately respond to customer requirements/requests within the stated time frames (support with quotes, order processing, product information, order tracking details)
- Identify new revenue opportunities through analysis of internal and external data points
- Leverage product promotions and other incentives
- Quickly demonstrate a broad understanding of TCMM solutions and articulate the value proposition to generate new opportunities
- Provide detailed performance reports to key stakeholders
- Assist with tradeshow and other events

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This list is not exhaustive, and you may be called upon to carry out other tasks and duties that can be reasonably expected within the scope of your role.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Competencies</b>	Highly motivated and target driven, committed to meeting goals	
	Excellent selling, communication and negotiation skills	
	Takes personal responsibility for seeing something through to the end	
	Works to improve against past performance	
	Proactive desire to meet customers' needs and expectations	
	Able to manage time to optimise ability to achieve targets	
<b>Experience &amp; Knowledge</b>	At least 1 years' experience in an inside sales or telemarketing role in a customer focused environment	Experience within the home interiors or window coverings sector
	Experience of achieving sales and managing targets	Experience of a computerised quotation/order taking system.
<b>Skills</b>	Able to develop a positive ongoing working relationship with new and existing customers to achieve sales targets	
	Able to identify additional sales opportunities	
	Able to manage time to optimise ability to achieve targets	
	Able to work in a fast-paced customer focused environment	
<b>Qualifications</b>	GCSE (or equivalent) grade C in Maths and English	Familiarity with CRM systems

## Benefits:

- Competitive Basic Salary
- Pension scheme with employer contribution
- 28 days Annual Leave (inclusive of Bank Holidays), increased for long service
- Health Shield Staff Benefits
- Discounted Staff Shutters Programme
- Performance based rewards
- Opportunities for career development with an ambitious and growing company
- An exciting and bustling environment with a group of passionate people.

Learn more by visiting our websites at: [TCMM SHUTTER GROUP](#); [Shutterly Fabulous Carter & Clark](#) [DIY Shutters](#) or [California Shutters](#)