**BSS LTD**

**2 Falcon Road**

**Belfast**

**BT12**

**ROLE DEFINITION**

Role: Internal Salesperson

Reporting to: Sales Office Supervisor

Main Purpose: To provide a full and effective internal sales service to customers in their dealings with BSS

Principal Accountabilities:

1. To understand and interpret customer requirements and use every opportunity to ensure that BSS is seen to be the quality supplier in our industry
2. To participate in Quality Improvement activities and take initiative to improve work processes and partnerships
3. To work in full accordance with the Branch Operating Procedure Manual
4. To understand and adhere to current Health and Safety legislation
5. To receive, edit and key customer enquiries and orders for the full range of BSS products and ‘specials’. Produce quotations and ensure that they are followed up effectively
6. To be aware of customer credit limits and to take appropriate action in cases of orders exceeding those limits
7. To understand and to work to objectives as agreed in Branch plan
8. To promote BSS, its products and services to existing and potential customers
9. To take advantage of the opportunities that arise through the Cycle of Service to maximise profit for BSS whilst maintaining the highest level of customer confidence and satisfaction
10. To build up customer networks and maintain contact at an appropriate level throughout the order process, whilst maintaining the highest level of integrity

**BSS**

**Personnel Specification**

**Essential**

* Good customer service
* Communication skills
* Working positively in a team and using own initiative
* Punctual, eager with a ‘can-do’ attitude
* Computer literacy

**Desirable**

* 1 years paid experience in sales