**Hours:** 40 per week + overtime when required

**Title:** Customer Engagement Officer

**Location:** Swadlincote

**Salary:** £18,000 - £22,000

**Holidays:** 22 per annum + 8 days public/bank holidays

**Reporting to:**

Sales Office Manager

**Job purpose:**

To undertake the end to end activity for all customer touch points with Midland Lead. To deliver sales activities to maximise profit and to ensure customer satisfaction from point of sales and after sales to enhance the customer experience.

**Main responsibilities:**

The main responsibilities of the Customer Engagement Officer include:

* Ensuring high levels of customer satisfaction through excellent sales service;
* Assessing customer needs and providing solutions;
* Achieving sales goals on a monthly, quarterly and yearly basis.

**Key task areas:**

The main key task areas of the Customer Engagement Officer include:

* Pro-actively seeking new business by targeting a combination of existing customers and prospective customers;
* Pipeline management;
* Processing and actively chasing live enquiries;
* Ensuring agreed sales targets are continuously met;
* Achieving margins and increasing sales within your designated area;
* Use of initiative to identify and follow-up opportunities with companies not on the database;
* Answering inbound sales calls and queries;
* Providing suggestions for future marketing campaigns and customer promotions
* Collaborating with the Sales Office Manager to provide feedback on market activities and provide recommendations on improving all customer related activities;
* Uploading orders, providing regular updates of progress to your clients, raising invoices, chasing payments and managing the progress from initial enquiry to completion;
* Liaising with the Production and Sales teams;
* Dealing with customer queries in a professional manner;
* Ensuring all phone calls, emails and fax requests are dealt with in a timely and professional manner;
* Providing excellent customer service and support to clients;
* Building relationship with clients;
* Assisting with the coordination of new business as well as ensuring existing customers receive exceptional service at all times;
* General office support.

**Key skills requirements:**

The successful applicant will have the following skills and personal attributes:

* Excellent customer management skills;
* Excellent communication skills;
* Ability to prospect, negotiate and close sales, basic understanding of sales principles and customer service practices;
* Time management skills;
* Strong up-to-date product and market knowledge;
* Effective listening skills;
* Commercial awareness;
* Excellent internal account management skills, including customer service and internal support;
* A natural ability to forge strong relationships
* Experience of working for a manufacturer would be an advantage.

Interested applicants should apply to Francoise Derksen, HR Manager. Please post your CV and covering letter to:

Midland Lead

Attn: Francoise Derksen

Kiln Way

Woodville

Swadlincote

DE11 8ED

Or email to: Francoise.derksen@midlandlead.co.uk