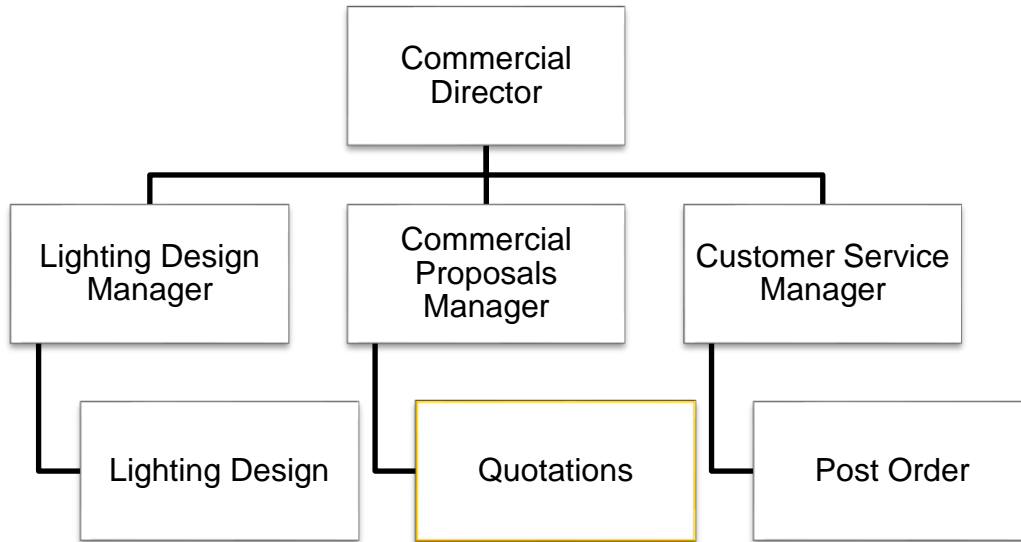


# Job Specification

<b>Job Title:</b>	Quotations Co-Ordinator
<b>Reporting To:</b>	Commercial Proposals Manager
<b>Department:</b>	Quotations

## Organisation Structure



## Purpose of the Role

The main focus of the position is to generate quotations in line with customer requests using our SAP system. The Quotations Coordinator will support and collaborate with our sales engineers as they generate customer enquires across the UK in sectors such as Education, Healthcare and Workspace.

The Quotations Coordinator will provide front end support to our external sales team and customers through pricing and product knowledge. As well as establishing key customer relationships to build our business proposition.

## Key Responsibilities

- Process customer quotations onto our SAP system.
- Provide copy quotations to our customer base such as wholesalers, contractors, and end users.
- Working closely with and supporting our external sales team covering a specific area or customer base.
- Take incoming calls from customers to provide prices, copy quotes or answer queries on product information.
- Liaise with internal departments to ensure accurate information is relayed onto our customers in a timely manner. This includes working with our technical, lighting design and specials design team for project specific solutions.
- Develop and maintain good working relationships with all key stakeholders.
- Manage your own quotation planner to ensure projects are completed and issued in line with customer deadlines.
- Review and analyse information provided from various stakeholders in order to generate accurate quotations.
- Ability to learn and use detailed product knowledge to ensure we are quoting in line with project specifications and product schedules

## Specific Skill Requirements: Education and Training

### Essential:

- Must have 5 GCSEs in grades A - C including Math and English
- Excellent verbal communication, numeric and literacy skills
- Well organised with a methodical approach to work along with being able to prioritise your own workload.
- Able to analyse information and anticipate/solve problems

- Be able to adapt to and use various commercial IT systems including Microsoft Outlook, proficient at Microsoft Word and Microsoft Excel
- Ability to understand and communicate technical information so that it can be clearly understood by customers and colleagues
- Ability to prioritise workload in order to meet targets

**Desirable:**

- Experience working with SAP systems
- Excellent Microsoft excel knowledge with the ability to use basic formulas.
- Good mathematic skills with the ability to understand percentages.
- Construction industry experience
- Exposure to estimating or raising quotations.

**Specific Skill Requirements: Behaviour**

**Essential:**

- Self-motivated with the ability to adapt to changing priorities
- Professional telephone manner
- Proven experience of working within a team but with the ability to work independently
- Driven to build customer and internal relationships for business collaboration.
- Confidence to liaise with internal & external colleagues/customers to clarify requirements and manage timelines.
- Positive attitude to new innovation and change for business development.
- Listens to and respects those around them.



<b>Written By:</b>	Nicholas Woodhead	<b>Date:</b>	18 <sup>th</sup> January 2022
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