

# SALES SUPPORT

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**Job title:** Sales Support  
**Reporting to:** Boughton, Sales Team Leader  
**Location:** Cranford Road, Burton Latimer with travel to other Group sites as required.  
**Role:** Monday – Friday 0800-1700 (*hours to be flexible as required*)

## **Boughton summary:**

Boughton are producers and suppliers of soil, composts and loam based growing media. We pride ourselves on the service and commitment given to each of our many customers, in over 30 years of successful business. From our production and distribution facilities in Kettering and Northampton we produce quality topsoil, cricket loam, turf dressing & growing mediums to the Sports turf, Landscape and Construction industries.

Boughton is part of The Bennie Group, which operates in a variety of different industries.

As an employee within a family business, you will be working in a close-knit team environment for a company that has our employees at the centre of everything we do.

## **JOB ROLE**

This role entails working for Boughton as Sales Support, supporting multiple elements of the sales order process from multiple channels including Boughton's online shop, Garden Topsoil Direct (GTD). The role requires utilising our Sales Order Processing and CRM systems, to support Boughton Sales with purchasing, customer service and sales support.

The successful applicant will also support administration duties for Boughton's sister business; Peter Bennie who operate quarries, inert landfill and mineral recycling sites.

In summary, the role will provide full office and sales support, which includes taking sales orders and uploading these into the system, liaising with customers via email and phone, arranging for the dispatch of products, pricing orders, weighbridge operations and arranging transportation.

You will gain vast product knowledge of the businesses you support, which will enable you to understand the customers' requirement and advise on this. This is a fantastic opportunity to gain experience in many areas, including resolving a wide range of challenging situations. The role will suit a candidate who is adaptable and able to manage different priorities effectively.

## **RESPONSIBILITIES**

Key activities may include (but not limited to):

- Processing orders via phone, emailing and e-commerce website platform, accurately and efficiently.
- Assessing customers' needs and advising them to ensure correct materials are ordered. Upselling where possible.
- Action payments and refunds as and when required.
- Liaising with Sales Associates accurately to pass on new sales leads.
- Arranging all transportation, using various booking systems and processes.
- Arranging and managing logistics needs by liaising with our transport partners, negotiating prices and coordinating smooth deliveries.
- Following orders through to completion, to ensure a smooth customer experience.
- Raising and managing purchase orders to facilitate a smooth P2P process.
- Downloading orders from the online shop sales to generate invoices.
- To perform administration and customer service duties for our Online store (GTD).
- Dealing with customer enquiries and providing excellent customer service.
- Building and maintaining positive working relationships with internal and external stakeholders.

## SKILLS

- Experience of working in a customer facing role, with professional customer service skills.
- Experience of dealing with widely varying challenging situations in a precise and diligent manor, seeing them through to completion.
- Used to working in a team environment, strong communication skills are essential.
- Highly competent use of Microsoft Office, Power Point, Excel, Word, and Outlook.
- Quick to learn – ability to pick up technical Product information.
- Strong planning/organisation skills - ability to work with complex information, deliver to tight deadlines, manage different tasks & ensure detail.
- Proven experience of balancing of internal and external stakeholders' needs, including customers, suppliers and liaising with internal colleagues.
- Must be comfortable with taking incoming calls of a varying nature through to correct process resolution.
- Must be comfortable making external calls, often to existing and new contacts to fulfil key stakeholder needs.
- Comfortable negotiating with suppliers and customers to increase turnover and profit.
- Numerate and analytical thinker.

## PERSON SPECIFICATION

The management team are looking for an individual who has the right characteristics to define the role and develop it to the needs of our growing business.

- A pro-active individual who can think outside the box.
- Establish good relationships with customers and colleagues.
- Reliably follows instruction and procedures.
- Sets high standards and delivers results.
- Demonstrates integrity.
- Displays and upholds professional values and principles.
- Ability to prioritise multiple tasks and orders simultaneously.
- Demonstrates a high level of attention to detail.
- Adaptable and amenable to fast changing situations.
- An ambitious person who recognises the potential in a fast-growing business.

*The above list of responsibilities is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post. As well as other duties relevant to your experience.*

## WHAT WE OFFER

<b>Remuneration:</b>	We offer a competitive salary
<b>Holiday:</b>	24 days holiday + 8 days statutory.
<b>Pension:</b>	Statutory Pension contribution.
<b>Development:</b>	We are committed to investing in our people, so we invest in you. Development is in your hands, and we want to enable this so your progression at Bennie is only limited by what you want to achieve.
<b>Recognition scheme:</b>	That culminates with our annual award ceremony.
<b>Socials:</b>	Join us for our bi-annual socials, where you really are part of the family.
<b>Wellbeing:</b>	Weekly B-Fit classes in a group fitness session
<b>Finally,</b>	Our long-standing family tradition, of giving staff a Christmas turkey