

Sales Consultant

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| Job Title | Sales Consultant |
| Department | Sales |
| Responsible to | Untha Director |
| Responsible for | N/A |
| Location based | Home office with customer sites and occasional UNTHA UK Head Office visits |

Major Purpose: To bring high-quality service to both current and prospective customers by recommending the correct services and products for the shredder ranges S25, PS1300, RS30 and RS40, RS50.

Main duties and responsibilities

NEW BUSINESS DEVELOPMENT

- Receive leads and opportunities assigned through Dynamics 365, research potential customers and follows up, building relationships to gain an understanding of shredding requirements and build a robust pipeline.
- Qualify leads and opportunities through Dynamics 365 and progresses discussions with customers, arranging site visits and/or trials to fully understand customer requirements and find suitable value-adding shredding solutions.
- Record all discussions with customers and compiles reports detailing trial machine specifications, operating information and output to include in machine specification for offers.
- Liaise with UNTHA Austria and compiles machine costs for inclusion in offers.
- Inform Installation department of required third party equipment and agrees customer payment terms with the company accountant for inclusion in offers.
- Present offers to customers, handles any objections by clarifying details, emphasising agreements, and working through differences to reach a positive conclusion.
- Present order confirmations for customer signature and continues proactive engagement to secure receipt of purchase order and payment of deposit.

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- Make cold calls and use social media to promote the business and products and grow individual network of potential customers.
- Explore the market to understand key opportunities and pressures for UNTHA UK's customer base.
- Complete and submit accurate records as required (e.g. trial reports, project reports, weekly progress reports, sales target forecasts)

CUSTOMER RETENTION

- Maintain active engagement with existing customers through site visits and ongoing remote communications.
- Work with the Customer Support team and other colleagues to ensure that customer needs continue to be met.
- Present new products and services to existing customers to maximise profitability of relationships for both parties.
- Explore opportunities to cross sell and upsell in all interactions with customers.
- Improve our brand image by establishing positive relationships in all environments within the role.

SALES STRATEGY

- Attend industry functions such as association events, conferences and trade shows and provides feedback to the Sales team on market and creative trends.
- Participate in sales strategy meetings discussing business trends and developing new sales channels and identifying opportunities for marketing campaigns that will lead to an increase in sales.
- Use knowledge of the market and competitors to assist the Sales team in identifying and developing the company's unique selling propositions and differentiators.
- Engage in new strategies for improving potential customer experiences, lifetime value and profitability.
- Be a customer advocate for their current and future needs, then help Untha UK find and implement the best solution/s.



Job Description & Person Specification

Sales Consultant

QUALITY, ENVIRONMENTAL & HEALTH, AND SAFETY COMPLIANCE

- Complete and submit accurate records as required by UNTHA UK from time to time (e.g. mileage logs, expenses, vehicle checks).
- Comply with all UNTHA UK health and safety rules as set out in the Untha H&S policy framework and other procedures to ensure personal, organizational and customer safety.
- Adhere to all company policies and procedures described in the UNTHA management system so that day-to-day business activities are managed consistently across the organization.
- Comply with all UNTHA UK environmental rules to guard against the risk of incidents which may cause harm to the environment.
- Take an active role in updating company records on Dynamics so that information is current, and services can be delivered quickly and correctly to customers.

LEARNING AND DEVELOPMENT

- Stay up to date with latest Untha UK shredding technology news.
- Take responsibility for own learning and development, participating fully in all such opportunities including trade fairs, exhibitions, toolbox talks and appraisal to ensure that knowledge is current, and skills and competencies are strengthened.
- Maintain required professional certifications to ensure that knowledge is current, and skills and competencies are strengthened.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as reasonably necessitated by your changing role within the organization and the overall business objectives of UNTHA UK. It is expected that the post holder will be as positive as possible in using this document as a framework.

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Person specification for Sales Consultant

| Requirements | Essential | Desirable |
|---|-----------|-----------|
| Attainment | | |
| Proven experience in sales or client relationship management | √ | |
| Strong business sense and industry expertise | √ | |
| Qualifications in business administration or related field | √ | |
| Computer proficient with a variety of IT systems, customer relationship management software and Microsoft office packages | √ | |
| Skills and knowledge | | |
| Excellent sales and negotiation skills | √ | |
| Proven ability to drive the sales process from plan to close. | √ | |
| Experience in market research activities and data analysis | √ | |
| Ability to be self-sufficient in good planning and prioritizing workloads to deadlines | √ | |
| Strong communicator with a commercial mindset to work effectively with internal and external contacts at all levels. | √ | |
| Strong time management skills and ability to multitask effectively. | √ | |
| Work Attitude | | |
| Flexible, approachable, and honest | √ | |
| Be able to maintain confidential information in strictest confidence | √ | |
| Self-motivated and enthusiastic | √ | |
| Proactive and to take ownership | √ | |
| Self-starter who is detail-orientated and well organised | √ | |
| Commitment to the aims of the organisation | √ | |
| Commitment to continued learning | √ | |
| Personal Qualities | | |
| Positive “can do” approach and a team player | √ | |
| Comfortable working on own initiative | √ | |
| Ability to work calmly under pressure | √ | |
| A Full UK licence | √ | |



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To apply, please send your CV and cover letter to claire.slater@untha.co.uk