



Job Description

The Role: Drapes Sales Assistant

Based: Presentation Design Services, Derby

Reports to: Nicky Hudswell – Director

Start Date:

Salary: £28 000.00 per annum (40 hours per week, 28 days holiday)

Purpose: The role of the Drapes Sales Assistant will be to work alongside the other Drapes Sales staff in putting together quotes for customers, processing confirmed orders and liaising with the Drapes Workroom team and Operations Coordinator to ensure client deadlines are met.

You will be expected to communicate well with customers from the start of an enquiry through to the delivery of the completed order, and to handle any changes in customer requirements, and any customer complaints in a calm, efficient and professional manner.

You will be required to liaise with other members of the Drapes team to set realistic deadlines for each job.

Attend relevant industry trade shows and other events to interact with existing and prospective customers and suppliers and to promote the Company and its services.

Visit customers as necessary to discuss their requirements, take measurements and oversee on-site manufacturing work if this is considered a useful opportunity to develop or strengthen our and your relationship with them.

Visit suppliers as necessary to collect orders and meet with them if this is considered a useful opportunity to develop or strengthen our and your relationship with them.

Key Responsibilities:

- To become proficient at using the Company's computerised quoting system for standard drapes.
- To gain an understanding of the processes involved in drape manufacturing.
- To learn how to quote for unusual jobs that do not fit easily in to the standard system, and to work with other members of the Company in doing this.
- To be able to extract key information from technical drawings.
- To become familiar with the Drapes Department's regular customers and suppliers and to develop an excellent working relationship with them.
- To be comfortable and competent at communicating with customers and suppliers by both telephone and email in a manner befitting the Company work ethics policy.
- To respond quickly to all enquiries for Drapes quotes, and other requests by customers, including sending fabric samples as required.
- To liaise with the Operations Co-ordinator regarding the delivery of all completed orders.
- To maintain calm and efficient levels of customer services in the event of a problem.
- To operate as part of the office team, answering the phone and directing enquiries for other parts of the business as well as Drapes.
- To become familiar with the Company's software packages such as Dext, Team Track, Replicon as well as internal systems such as the manufacturing schedule.
- To ensure good housekeeping with regard to electronic filing of correspondence to allow easy sharing of relevant information both within the department and across the Company.
- Communicate with the Marketing team regarding projects that may be appropriate for promoting.
- Along with other team members take an active role in the Drapes Department and its processes in suggesting any possible changes that may improve day to day running.
- To suggest any appropriate training courses that may help improve both yourself and Company processes.
- You will be expected to attend and contribute to Drapes department meetings.

Key Attitudes:

- At PDS we believe that service and delivery are everything. We want to provide a better, more professional service than our competitors. You are expected to carry the ethos though into your day-to-day work, both at the PDS site and whenever working away from base.
- To be able to work independently and to be proactive about identifying tasks that need carrying out, to be communicative and predictive about workload and any potential problems that may arise, and to prioritise your workload effectively.
- Fully invest in the contents of the company 'This Is Us' document and it all it means to the results of our work.
- Be enthusiastic and passionate about your work, with a hunger for knowledge and improvement.
- Approachable and friendly at all times
- Strive to be the best in our industry. Saying 'yes' and delivering results wherever possible.
- To publicly support the Company (ie in front of staff, suppliers and customers). To raise any concerns privately and appropriately.
- To work according to Company health and safety policies, to report any concerns regarding the work of others or any other health and safety issue.
- Act as a PDS representative at all times, always maintaining a high level of customer service and attention to detail.
- To carry out any other tasks reasonably required to assist with the smooth operation of the Company. Attend and contribute to Company and department meetings.
- Suggest any appropriate training courses that may help improve both yourself and PDS processes
- To support the work of the Company as a whole.