

**JOB DESCRIPTION**

**The Role:** Drapes Sales Assistant

**Based:** Presentation Design Services, Alfreton

**Reports To:** Nicky Hudswell, Director

**Start Date:**  As soon as possible

**Outline:**  The role of Drapes Sales Assistant is to handle customer enquiries, process orders and liaise with the workroom team to ensure goods are manufactured correctly

**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 expectations are met.

You will be required 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 and suppliers as necessary to discuss 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.

**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.

Become familiar with the Drapes Department’s regular customers and suppliers to foster excellent working relationships.

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 Drapes enquiries, including for quotes and fabric samples and to changes required by customers for work already in production.

To liaise with the Operations Co-ordinator regarding the delivery of all completed orders.

Provide general office support, answering the phone and directing enquiries for all departments.

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.

Liaise 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.

Work according to Company health and safety policies and report any concerns regarding the work of others or any other health and safety issue.

**Attitudes**

At PDS we believe that service and delivery is everything. We want to provide a better, more professional service than our competitors. You are expected to carry this ethos through in your day-to-day work, both at the Company's base and anytime you are working for us away from base.

**Service-Orientated**: uphold the Company’s ethos of providing superior service to customers.

**Approachable**: maintain a friendly and approachable demeanour at all times.

**Proactive & Independent**: work independently, anticipate problems and prioritize tasks effectively.

**Results-driven**: strive for excellence by being positive and delivering results wherever possible.

**Supportive**: form a strong and supportive relationship with the Drapes workroom team. Carry out any tasks reasonably required to assist with the smooth operation of the Company as a whole.

**Invested & Enthusiastic**: commit to the Company’s values outlined in the This Is Us document. Show enthusiasm and passion for your work, with a desire for continuous improvement.

**Professional & Diplomatic**: act as a PDS representative at all times, always maintaining a high level of customer service and attention to detail. Publicly support the Company (ie in front of staff, suppliers and customers) and raise any concerns privately with managers.