



Job Vacancy

Technical Sales Manager

Location: Washington, North East

Hours of Work: 40 hours per week

Salary: Competitive + Bonus Scheme

Join our team!

We have an exciting opportunity for a Technical Sales Manager to join our friendly and hardworking team at our Washington branch. You will be responsible for the growth and maintenance of branch sales in the merchant, local developer & self-build markets as well as producing estimates and offering support to the wider region. We are looking for an individual with natural ability to build a rapport and communicate with customers, providing them with technical knowledge and experience to drive opportunities across our market sector.

About us

Since 1967, Crendon Timber Engineering has been at the forefront of our industry. With more than 12 sites across the UK – and continuing to expand – we manufacture high quality Timber Frame, Roof Trusses, Posi-Joists, and a wide range of engineered timber solutions. We're dedicated to supporting our customers, growing our team and giving back to local communities through charity partnerships.

Your responsibilities will include but not limited to:

- Liaise with customers both in person and over the phone to forge strong relationships, delivering high levels of customer service.
- Organise site and customer visits to generate enquiries, obtain information and support our customers. There will be an expectation to be out of the office on average 2 days per week, the remainder will be office based offering quotations and negotiating orders.
- Interpret customer requirements, providing efficient and professional estimates whilst ensuring cost effectiveness in line with KPI's.
- Deliver high levels of customer service, advising product availability, delivery dates, transport schedules and product lead times promptly and accurately.
- Proactively chase sales leads and opportunities in line with sales ledgers and KPI's.

Skills required but not limited to:

- Confident written, verbal and interpersonal communication skills required to liaise with colleagues and customers.
- Good account management skills with both existing customers and development of new opportunities.
- Full and clean driving license and willing to travel.
- Able to work as part of a team in an open office environment but also be self-motivated to meet deadlines.
- Passionate about exceeding customer expectations and providing excellent customer service.
- Good understanding of I.T (use of Microsoft Office 365 suite). MiTek PAMIR experience preferably.
- **Experience is preferred;** however, development Junior and training roles will be considered.

What do we offer?

We work hard to continuously improve our reward package, taking into consideration the view of every single employee to make sure we remain an industry leader. Some of the highlights of the fantastic benefits and rewards you can expect include:

- Competitive bonus scheme.
- Comprehensive training opportunities – potential to progress within our organisation.
- Employee referral scheme (£250 reward).

- Retail discounts – cashback on major retailers.
- Employee Assistance Programme (EAP).
- Long service awards – additional leave & up to one month's salary.
- Health & wellbeing incentives.
- Purchase annual leave scheme.
- Cycle to work scheme.
- Annual summer event to celebrate our anniversary.
- Free eye tests.

At Crendon, we are committed to building an inclusive and diverse workforce where everyone feels supported. We believe that a diverse workforce brings a broader range of experiences, ideas and perspectives which helps us grow stronger as an organisation. Our goal is to create a welcoming environment that encourages individuals from all backgrounds to apply and thrive within our team.

We are an equal opportunity employer. We do not discriminate based on race, ethnicity, religion, gender, sexual orientation, disability, age or any other legally protected characteristic. Our recruitment process is designed to ensure fairness and transparency, so every candidate has an equal chance to contribute to our mission.

Applications

Please send your CV and cover letter to: jo.dawson@crendon.co.uk

