



Job Description: Commercial Account Manager

Summary of Role

Reporting to the Commercial Manager, responsibilities are to provide the necessary support to existing Trade customers and new Commercial customers (including architects, developers & building contractors) to enable sales targets to be achieved and for customer service levels to be maintained and improved.

You will assist in the growth of the network of Commercial and Trade clients, also handle allocated leads across these areas, from enquiry through to delivery and after-sales.

Key Responsibilities

- Generate your own leads and enquiries for new Trade Clients and Commercial customers in suitable areas and markets.
- Qualify leads and generate quotations for allocated Supply Only national sales enquiries, following up within agreed timescales.
- Follow up on allocated and self-generated Trade/Commercial leads through regular contact, site meetings, presentations, factory tours.
- Accurately record lead information on company databases, updating throughout the sales process.
- Keep a live record of lead progress, providing a full report to the Sales Director on a regular basis.
- Give new Trade Clients and Appointed Retailers the necessary information and support to purchase from David Salisbury Commercial effectively and efficiently including:
 - New Account Implementation
 - Sales and Procedure Training
 - Product Training
- Generate quotations for specific enquiries and follow up within agreed timeframes using designated bespoke software and Microsoft Access model.
- Carry out appropriate research into additional costs as generated by the specification, liaising with other internal departments to establish relevant costs.
- Using bespoke software to convert quotations into contracts and as the main point of contact for sales, provide support throughout the internal contract process.
- Provide technical support for prospective and existing customers as required, including liaising with other internal departments and ensuring any issues and enquiries reach satisfactory resolution.
- Communication, marketing and training for new products in the David Salisbury Commercial range.
- Follow company procedures & processes to ensure orders are completed and delivered to agreed schedules, ensuring any issues are immediately identified and actioned for a satisfactory conclusion.
- Schedule management for the Commercial and Trade order book to ensure a smooth flow of orders through manufacture and key deadlines are met.
- Quality control monitoring for all allocated accounts and Supply Only orders, gathering information and suggesting resolutions and improvements as necessary.



Key Responsibilities cont...

- Conduct client review meetings to ensure service standards are met and maximum revenue is achieved.
- Assist with marketing tasks for allocated Trade accounts and across David Salisbury Commercial as required.
- Prepare any business information as required.
- Assist Customer Service with complaints and dispute resolution.
- Support the team as required including administration and telephone support.
- To undertake any other duties as specified by your Line Manager.
- Develop productive working relationships with customers and colleagues.

Essential Skills and Experience

- Experience of working in a windows, doors or conservatory background would be advantageous, however, relevant experience gained in the construction or joinery industry will also be considered.
- Computer literate with proficiency in Microsoft Outlook, Excel, Access and Word.
- Good communicator, articulate with a high level of attention to detail and concentration.
- A confident telephone manner with the ability to deal with difficult calls as appropriate.
- A professional and confident speaker and presenter.
- Full UK driving licence. and
- Excellent organisational skills.