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Sales Coordinator (BCS Group)

The Role:

To process hire and sale orders from our internal and external customers. Maximise all opportunities to assist in the growth of all aspects of BCS.

BCS Group, part of the Barhale Group, is a privately owned company first established in 1980. BCS Group is a leading supplier of safety and construction products and services that operates from our central manufacturing and distribution centre in the Midlands.

Key Responsibilities:

Customer Service

Ensure the level of service provided to BCS customers is of highest standard and all communications maintained. Queries and issues are to be dealt with as a matter of urgency to minimise the potential impact on the business. Complaints process to be followed for all customer complaints.

Queries relating to stock, transport etc must be fed back to customer to agree a new delivery date.

Phone calls are to be answered within 3 rings

Quotations

All enquiries to be dealt with in a timely manner.

Liaise with account managers on large enquiries and where necessary for bespoke items.

All quotations to be saved within Syrinx.

Monitor follow up days on quotations raised daily.

Follow up on all quotations, if orders not won try and obtain reasons why.

System coordinator to provide a daily report on quotations overdue follow up days

Sale and hire order processing

Email and phone call orders to be processed in Syrinx using the SOP workflow system

Liaise with customer where required for information needed to fully process an order, these are to be logged in Syrinx and visible for the team

Stock alerts dealt with and sales orders split for any items currently out of stock. Work with the procurement team on all stock alerts to obtain due dates

Overdue sales monitored throughout each day

Maximise utilisation across all departments, identify new areas and products to invest in

System and Process

Responsible for maintaining a cleansed system with relevant data.

Customer contacts and address details to be saved in full and removed when necessary

Documents to be saved in Syrinx folder system. Including quotes, orders, supplier quotes, customer information

Adhere to all system alerts; customers on hold, credit limits, agreed sale prices

Report all safety, profit and environmental near misses in the business using the near miss process

Assist with the goods return to customer process by arranging collection paperwork and requesting collection with logistics. Follow up returns to depot and investigate issues where required.

Investigate credit requests and feedback to management and accounts team

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Key measures & targets:

Reports; Quotes requiring follow up, overdue sales
Credit raised relating to support services

Key relationships:

External sales team, procurement, logistics coordinator, dept team leaders

Person Specification:

The successful candidate is likely to meet all of the following criteria:

Essential

Ability to process a high number of enquires, calls and orders
Able to communicate with a number of other teams to fulfil order requirements

Desirable

Product knowledge or previous experience within construction or traffic management

Benefits:

As well as offering a competitive salary, remuneration for this role includes flexible benefits, which provides a range of guaranteed benefits including but not limited to:

- 5% Company pension contribution
- Life Assurance at 2 x notional salary
- Single persons private medical cover
- Permanent Health Cover

About Barhale:

Barhale is one of the largest privately owned infrastructure specialists in the UK and was originally formed in 1980 as a specialist tunnelling contractor diversifying over the years into various civil engineering areas. Barhale works UK-wide across the water, transport, energy and developer services sectors providing design, construction and maintenance services under long-term contracts, with blue-chip public, regulated and private clients. The company employs over 600 people in the UK, has an annual turnover of £120m and a distinctive set of values that are fundamental to our approach to business sustainability.

Our business activity is carried out for the following principal sectors:

Water: Civil Engineering, Tunnelling, Pipelines and Utilities

Transport: Rail, Aviation, Waterways, Highways and Bridges

Energy: Power Generation, Power Transmission and Distribution, Waste

Developer Services: Civil Engineering across private sector developers UK wide

Specialist Businesses: Tunnelling, Mechanical and Electrical and Barhale Construction Services (BCS Group)

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How to apply:

Please send your current CV and covering email outlining your suitability for the role and quoting the reference number to careers@barhale.co.uk.

We are an equal opportunities employer. We are determined that no job applicant or employee receives less favourable treatment on the grounds of sex, pregnancy or maternity, gender re-assignment, sexual orientation, religion or belief, marriage or civil partnership, age, race or disability. All information will remain confidential to Barhale and will be handled in accordance with the requirements of the Data Protection Act.