

Job description

Job title: Technical Consultant

Department: Sales

Locations: UK

Reporting Line: Sales Manager - UK/Ireland

Purpose of the job

CBS is a business built around innovation and customer service. Operating within the Sales team, the individual will be responsible for building relationships within the architectural community and Design and build. You will be required to service these accounts and grow both the number of accounts and turnover within these sectors.

Candidate Profile:

You will be self-motivated with the ability to organise your workload in line with the demands of the department. You will manage your tasks to completion, whilst achieving pre-established deadlines with your colleagues and/or customers. You will be flexible, sociable and happy to work in a multi-tasking environment. With a "can do" approach, you should be able to work both on your own and as part of a team, you will need to demonstrate the ability to share market feedback with other departments /colleagues for the ongoing development of the company's portfolio of product and services. You must also be an able presenter who feels comfortable with public speaking. Ideally we would like someone with experience in managing accounts with a hand's on approach.

Architecture & Design (A&D):

- Responsible for generating new business through A&D Community
- Develop existing relationships within A&D community to drive specification towards CBS products & services
- Provide technical & product support
- Target top 50 London A&D practices bringing back to the business information such as detailed contact lists, project information, Organogram etc
- Identify key decision makers on specific projects and be at the centre of integrated approach & involve CBS Account Managers
- Support and update CBS account managers on projects with information gained through A&D contacts
- Prepare project specifications/quotations for A&D Community as necessary
- Ensure A&D practices/individuals are signed up to CBS Partner Hub to facilitate full access to electronic information data-base
- Provide new products/upgrade presentations as necessary
- Promote the Kurio Brand & assist EMEA Marketing Manager in identifying, preparing and planning events

Design & Build (D & B):

- Visit clients on a regular basis and work from their offices (where possible)
- Ensure client practices/individuals are signed up to CBS Partner Hub to facilitate full access to electronic information data-base.
- Product Training, this will include Inter-company Account personnel - Business Development Manager/s and Sales teams within the dealers.
- Attend end user mock up's and presentations
- Ensure all requests from clients are efficiently fulfilled
- Attend any sales meetings or client meetings as requested
- Work closely with the Inter-Company Business Development Manager/s for each location and ensure you are aware of all projects the client is working on
- Update client on any new products, including any client specific special product

General:

- Ensure all client enquires, quotations, sample request's and general administration duties that come with Account Management are dealt with effectively & efficiently.
- Maintain CRM database - Salesforce, on a daily basis to include, completing pipelines, quotations, sales forecasts.
- Work with dedicated Sales Support person so they can assist you in day to day admin duties when you are not in the office
- Attend events/exhibitions as and when required.

Continual Professional Development (CPD):

All architects must carry out continuing professional development (CPD) workshops. They must attend a minimum 35 hours of CPD workshops each year and build up at least 100 learning points from attending CPD presentations. CPD is really only a concept. It is a flexible approach to maintaining competence, and is a requirement common to most professions.

- Organise and undertake a minimum 2-3 CPD seminars pcm to A&D practices
- Assist account managers with CPD's to OEM's, Furniture dealers and end users
- Maintain database and update with the contact details of attendees to CPD's and follow up
- Continue to review the CPD presentation content and update with any new legislations etc.

DSE (Display Screen Equipment):

The Health and Safety (Display Screen Equipment) regulations came into force on 1st January 1993; some minor changes were made in 2002. They seek to protect the health of workers by reducing risks associated with VDU use. CBS aim to help and provide information and train employees on how to set up their work spaces correctly

- Provide advance DSE training
- Conduct DSE assessment for end users
- Promote and undertake DSE/ Ergonomic presentations
- Assist Account Managers with Ergonomic presentations
- As ergonomic & DSE Champion, you will advise management on the latest regulatory guidelines, including but not limited to those effecting information contained in presentation collaterals
- Work with the Furniture Industry Research Association (FIRA) to ensure all presentations are up to date.

Competencies:

- Comfortable working as part of a team
- Able to multi-task and prioritise workloads
- Able to work quickly and accurately under pressure
- Computer literate and confident with the use of Microsoft Office applications (word, excel & PowerPoint)
- Presentation skills
- Relationship building
- Time management
- Account management
- Customer focus

Characteristics:

- Hungry self-starter with a 'can do approach'
- Professional attitude to work
- Reliable
- Confident and able to clearly communicate with a variety of audiences

- Flexible
- Sociable