

## Job description

<b>Job title:</b>	<b>Technical Consultant</b>	<b>Department:</b>	<b>Sales</b>
<b>Location:</b>	<b>London</b>	<b>Type:</b>	<b>Permanent</b>
<b>Reporting to:</b>	<b>UK &amp; Ireland Sales Manager</b>		

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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 must also be an able presenter who feels comfortable with public speaking.

You will have a technical/product design background who has the confidence to speak to respected Architectural practices regarding products, solutions & services

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Operating within the UK Sales Department, the Technical Consultant’s responsibility will include, but not be limited to the following duties:

### **A&D:**

- Responsible for generating new business through A&D Community
- Provide technical & product support
- Work closely with the CBS Brand Ambassador to:
  - Build new and develop existing relationships within A&D community to drive specification towards CBS products.
  - Attend events/exhibitions as and when required
  - Lead and promote our “Kurio” events in collaboration with the EMEA Marketing Manager to plan, prepare and host the event itself.
  - Continue to review, maintain and present our CPD presentation content and update with any new legislations etc.
  - Provide regular feedback to CBS design department on market trends and Product developments through the CBS Insights team.
- Visit A&D practices on a regular basis, bringing back 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 accordingly
- Ensure the Architect is using CBS showroom/office sample products and has up to date marketing material
- Support and update CBS Account Managers on projects with information gained through A&D contacts
- Attend end user mock up’s and presentations as required
- Ensure all requests from clients are efficiently fulfilled
- 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

**General:**

- Update and maintain the CBS CRM database (Salesforce) - To include but not limited to; updating client contact details after each event/meeting, creating pipelines, quotations and sales forecasts.
- Ensure all enquires, quotations, sample request's and general administration duties that come with Account Management are dealt with effectively & efficiently.
- Work with dedicated Sales Support person so they can assist you in day to day admin duties when you are not in the office

**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 p/c/m to A&D practises per quarter
- Assist account managers by presenting our CPD to OEM's, Furniture dealers and end users
- Maintain database and update with the contact details of attendees to CPD's and follow up

**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, 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
- Build relationships with clients
- Time management
- Account management
- Maintain smart business like dress code at all times

**Characteristics:**

Motivated self-starter with a 'can do approach'

Professional attitude to work

Reliable

Must hold a clean drivers licence

Confident and able to clearly communicate with a variety of audiences