

## JOB DESCRIPTION

Designworks Tiles is the dedicated B2B arm of Original Style, one of Britain's largest tile manufacturers and distributors based in Exeter and employing over 220 staff. Designworks Tiles is the UK's leading supplier of swimming pool and surround tiles for residential and commercial projects. We work closely with installers, architects, house builders and designers on high end pools and spas throughout the UK and around the world, from the homes of athletes and sportspeople to luxurious spas and commercial leisure centres. Alongside an incredible selection of mosaics in a rainbow of colours and finishes, we offer an unbeatable collection of technical anti-slip floor tiles suitable for these hardworking environments.

Designworks' aim is to deliver high quality, innovative and bespoke products and specialist services to support a diverse design industry.

<b>JOB TITLE:</b>	<b>DESIGNWORKS SALES CO-ORDINATOR</b>
<b>DEPARTMENT:</b>	<b>CONTRACT SALES</b>
<b>REPORTS TO:</b>	<b>U.K. RETAIL AND CONTRACTS CUSTOMER SERVICES MANAGER</b>

### PURPOSE OF THE ROLE

To support the development and growth of Designworks Tiles Swimming Pools market in the U.K. and the U.S.A.

### MAIN RESPONSIBILITIES

- Key Account Management of top performing Swimming Pool customers.
- Identify and cultivate potential New Swimming Pool business.
- Actively follow up Lead generation, convert prospects and nurture sales pipeline.
- Process quotes, orders and enquiries via telephone / email.
- Provide day-to-day liaison with the Designworks Sales Team with the ability to resolve their queries.
- The default first point of call for contractors and, therefore, must maintain an excellent relationship with current contractors and build relationships with new contractors.
- Ensure that all enquiries / sample requests are followed up on and alert the Designworks Sales Team of any lead generations within their territory for them to progress.
- Have sufficient technical competency to be able to converse on all pool related enquiries.
- Work closely with the Technical Advisor and Quality Control in order to provide a seamless and efficient service to our customers via both written and verbal communication.
- Effectively manage any product related issues, document and escalate to the UK Retail & Contracts Customer Services Manager.
- Ensure effective liaison and communication with all internal depts.
- Evaluation of the impact of potential changes in product offering to existing projects/contracts.
- Monitor and aid where necessary the Designworks Sales Team in all aspects of CRM and support in the development of the system, in conjunction with the Customer Services / Project Lead.
- Collate and analyse data, e.g. sales figures, CRM, dealer listings.
- Maintain the accuracy of the Swimming Pool customer database for analysis and targeted marketing activity.

- Management of the reporting procedure and ensuring that the bi-weekly whereabouts and absence registers are submitted for the Designworks Sales Team.

## **HEALTH & SAFETY**

Endorse and promote a positive and conscious health and safety culture within the Company. Ensure always take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

Ensure compliance with all health and safety, quality and human resource policies and procedures of Original Style.

These are the main functions of the job but the incumbent may be required to carry out other duties as may be reasonably required to meet the demands of the business.

## **PERSON SPECIFICATION**

To succeed in this role the person needs to:

- Be a self-starter with the ability work on their own initiative but within the confines of the department's/Company's resources and timescales.
- Be able to prioritise workload to ensure all enquiries are dealt with in timely manner.
- Be able to persuade and influence, and be assertive.
- Demonstrate problem solving ability.
- Possess excellent communication skills to be able communicate product information clearly and concisely; be enthusiastic.
- Be highly organised with good planning and time management skills.
- Be a team player.
- Be able to work in an organised and methodical manner.
- Be IT literate, with good MS Office skills and ideally proficient in Microsoft Business Central.
- Have a background in sales/customer service.
- Full current driving licence.

## **REMUNERATION AND BENEFITS**

We offer a competitive salary and benefits including a contributory pension scheme, 23 days holiday (increasing to 26 days with service) plus public holidays, staff discounts, death in service cover and Medicash Healthcare Cashplan (including shopping, travel and gym discounts). In addition there is structured training and the potential for career progression within our growing dynamic company.

## **BACKGROUND INFORMATION ON ORIGINAL STYLE LIMITED**

Please refer to the following websites: <http://www.originalstyle.com>  
<http://www.designworkstiles.com>  
<http://www.dorsetwoolliscroft.com>

## **LOCATION**

Original Style is based in air-conditioned offices with parking close to junction 30 of the M5 at Falcon Road, Sowton Industrial Estate, Exeter, Devon, EX2 7LF.

## **HOW TO APPLY**

**Applicants should send their CV and a covering letter (including salary expectations) to Jade Calvert, Human Resources Advisor, preferably by email to [jcalvert@originalstyle.com](mailto:jcalvert@originalstyle.com) or by post to Original Style Limited, Falcon Road, Sowton Industrial Estate, Exeter, EX2 7LF.**