

Job Description



Position title	Field Sales Executive
Division	Business Development
Line Manager	Regional Sales Manager

Purpose

Why: To deliver new business revenue and profit margin against the regional territories expectations and individual sales targets. To promote brand awareness within designated markets and defined post code areas.

Within: The limits of authorisation laid down by the company Policies and Procedures

According to: The targets set out by the regional Sales Manager (reflecting SUEZ's overall strategic objectives)

Key Responsibilities

- To develop and maintain required pipeline of quality prospects to ensure sales targets are achieved.
- To develop a comprehensive knowledge of practices of SUEZ's waste and resource management to ensure optimum waste solution is presented to client.
- To develop professional responses and undertake client presentations/meetings reflecting SUEZ values and standards
- To actively review red Flag incidents, working with colleagues to take corrective actions in staff performance/process to ensure no repetition of incident
- To ensure a smooth implementation of new business, liaising with all stakeholders to ensure customer experience is positive
- To evaluate and feedback to Regional Business Manager/Sales Manager reasons for non successful submissions, changes within competitor approaches, competitor structures, service level operations, pricing structures, movement of key staff, change potential in legislations/regulations and opportunities it may create.

Key responsibilities continued

- To act as account manager for first month of trade to ensure all elements of contract are correct prior to handing over to customer relations team.
- To act as an instigator for individual client negotiations, configuring a SUEZ solution to include technical submissions, in line with the SUEZ financial approvals procedure.
- Promote a culture of right first time to give the customer the best possible customer experience.
- Ensure new customer process is open and transparent to ensure positive customer experience and creation of Trust.
- To engage in customer feedback to ensure service offerings are relevant to customer's expectations.
- To actively promote and engage with 'Over and Above' initiatives, relating to staff activities to the customer experience and actively coaching/discussing thereof.
- To promote the ethos of recycling and importance of diversion from Landfill by educating and assisting customers.
- Be familiar with SUEZ values.

To deliver revenue and profit margins against territories expectations and individual sales targets.

- Regularly feedback to the regional Sales Manager our competitors' offerings to enable assessment of our competitiveness within the market.
- Consistently monitor the quality of sale and margin from negation to initial trade pattern confirmation
- Ensure cost of contract generation is in line with agreed KPI standard, from identification, qualification, visit, quotation and conversion.
- Ensure margin integrity is in line with expectations; undertake re-negotiations with client and internal stakeholders if operations/client behaviour is required to ensure maximum benefit.
- Engineer room with contractual obligations to create value and addon's to maximise the volume of the sale.
- Ability to self asses work to ensure highest standards of accuracy and quality standards are fulfilled.
- Produce accurate weekly sales report for Regional Sales Manager.
- Ensure all business is signed on automated payment terms

Skills & Experience

Background/Experience: Minimum of two years experience in a sales role, ideally within a high volume-low margin service industry.

Previous experience: Exposure to an operational environment would be beneficial Knowledge of UK waste and resource industry.

Business understanding: Strong financial/commercial understanding with a track record of successfully winning customers.

Compliance: Understands the need to operate in a compliant manner whilst at the same time competing in a challenging environment.

Customers (Internal & External): Experience of managing service levels, creating positive customer experience whilst managing expectations, maximising customer loyalty and profits.

People: Open and selling communication style across all mediums.

Behaviours

1) In line with SUEZ's Values and Ethics Charter, the job holder is expected to:

- Act in an honest, responsible and respectful manner to others;
- Be responsible for their own professional conduct;
- Comply everywhere and in all circumstances with the laws and regulations connected with their activities;
- Comply with our obligations to other parties such as shareholders, associates, clients, suppliers and the community;
- Ensure the health, safety and wellbeing of employees, customers and other personnel at all times.

2) The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SUEZ may revise the content of these roles and responsibilities at its discretion.

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