Tobermore

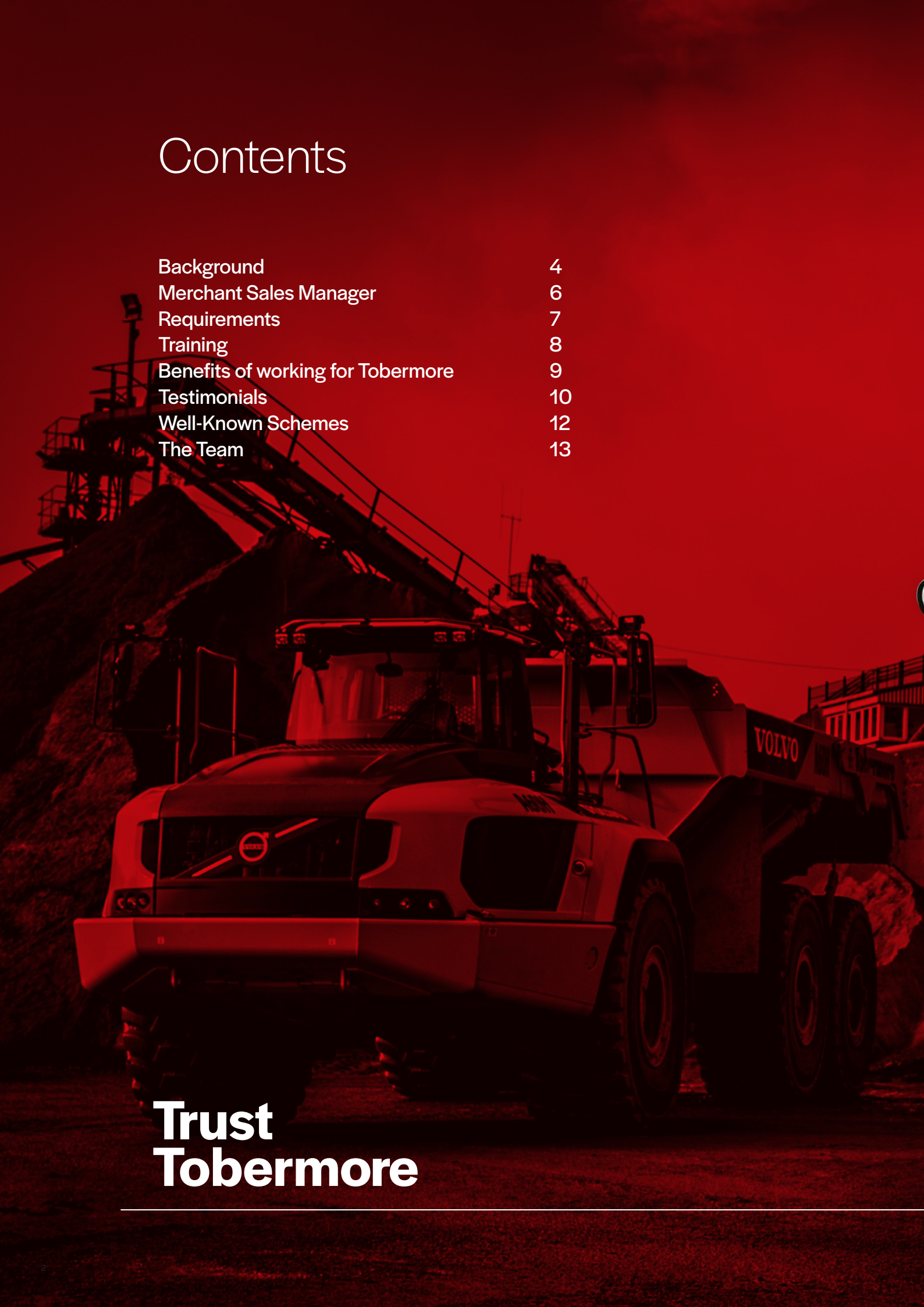


Together, we are a team

Merchant Sales Manager

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Trust Tobermore

Tobermore



75 Years
& counting



Background

Tobermore is a European Quality Award winning company. We are a UK based paving and walling manufacturer specialising in the supply of world class landscaping materials including block paving, paving flags, kerbs, edging and walling products for both the domestic and commercial markets throughout the UK and Ireland.



Our customer service

Our approach to customers provides reassurance and confidence that we listen to their needs, which makes us the supplier of choice. Tobermore seek to build lasting relationships with our customers by surpassing their expectations in quality and service. We believe in conducting our business in a manner, which achieves sustainable growth whilst maintaining a high degree of integrity, trust, honesty and teamwork.

Our products

We provide our customers with a market leading choice of products to suit all project requirements. Our product quality throughout the years continually meets and surpasses customer expectations. Tobermore has received many other accolades to further support the company ethos of excellent customer service whilst providing high quality products. Tobermore is also an accredited ISO14001 and ISO9001 company.

Our business processes

We make it easy for customers to do business with us. We have put the correct processes in place so customers find it easy to deal with us and get the products and information they require faster than our competitors.

Our people

Our people are the backbone to our company. They understand the importance of customer relationships. People buy from people. Our success is a testament to how customers appreciate our staff that have been trained and developed to deal professionally with all customer requirements.



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BRITISH AIRWAYS i360









Merchant Sales Manager

Job Summary

A Merchant Sales Manager provides support to regional stockists and builder's merchants by helping them grow sales via paving contractors, house builders, and any other appropriate customers that purchase through them.

Key Responsibilities

Duties will include:

- Provide support to regional stockists and builders merchants as agreed by helping them to:
  - Increase sales of Tobermore products through their customer base that includes paving contractors, regional house builders and small contractors.
  - Ensure stockists keep the correct items in stock.
  - Ensure stockists staff are well trained and well aware of the USP's Tobermore products can offer.
  - Ensure stockists displays are appropriate for what they stock and sell (also ensure the displays are kept clean tidy and professional looking at all times).
  - Ensure Tobermore brochure and marketing materials are well stocked in branches at all times.
  - Encourage merchant sales teams to pro-actively target new customers and visit through joint call days.
- Actively target new stockists for the region in line with strategy agreed.
- Provide support to regional approved paving contractors by helping them to:
  - Promote themselves and the Tobermore USP's effectively.
- Actively target new paving contractors to come onto the Tobermore approved scheme.
- Assess new paving contractors as per the approved paving contractor scheme.
- Secure orders for Tobermore products at agreed prices via Tobermore head office.
- Follow up on all project opportunities and customer requirements within the timeframes required.
- Attend sales review meetings to discuss performance against objectives set.
- Attend regional sales team meetings to support the team objectives.
- Work with the regional sales team and head office staff who provides support to you in this role.
- Actively work on your target list of customers and ensure we are meeting those that can provide us with the most orders.
- Develop strong customer relationships to enable you to gain repeat orders.
- Use our added value services such as the design services to help gain more orders.
- Actively plan your diary in accordance to company procedures.
- Use hospitality as per company procedure to build and maintain relationships.
- Attend appropriate networking events to build your contact database and enable you to follow up and secure one to one meetings.
- Record all customers' interactions and notes as per company procedure.
- Learn all the products and services that Tobermore can provide.
- Maintain CRM system as per procedures.
- Use LinkedIn to identify customers and increase Tobermore brand awareness.
- Communicate professionally at all times with customers and as per company training provided.
- Play an active role in team meetings.
- All of this will be focused on the region and customers that have been allocated and agreed with you via the sales review process.
- Any other duties as required.

Please note the word 'manager' is reflective of your role in managing your specific customer relationships in your designated region – it does not constitute managing other staff.

Requirements

	Essential	Desirable
Qualifications	▪ 5 GCSE's including English & Maths A – C	A Levels / Degree – Business Related Professional Sales Qualification
Experience	▪ 6+ months of customer service experience ▪ 6+ months of background and success in Business Development	▪ Sales, Customer Service Experience ▪ Face - to face selling ▪ Presenting Experience
Knowledge, Skills and Competencies	▪ Punctual ▪ Self-motivated ▪ Team Player ▪ Enthusiastic ▪ Hard Working ▪ High Social Skills ▪ Relationship Builder ▪ Independent thinker ▪ Excellent Communication Skills ▪ Confidence to work independently or as a team ▪ Very well organised ▪ Ambitious ▪ Adaptable to change ▪ Rejection Handling ▪ Engaging ▪ Strategic Thinker ▪ Positive Outlook ▪ Persistent ▪ Well Presented	▪ Construction Industry knowledge ▪ Regional awareness ▪ Tele marketing ▪ CRM experience
Physical Circumstances	▪ Full and clean driving license ▪ Living location close to area that they will be covering	

Training

The Tobermore Induction Programme consists of 5 weeks training, 3 of which are spent in HQ in Northern Ireland and 2 shadowing another experienced Merchant Sales Manager.

Evenings and weekends are your own time and flights home at weekends are arranged!

Expenses include:
- Flights
- Accommodation
- Meals
- Parking
- Airport Taxi Fares

Week 1

Tobermore HQ
- Introduction to Tobermore

Week 2

Shadowing an experienced Merchant Sales Manager

Week 3

Tobermore HQ
- Technical product training

Week 4

Shadowing an experienced Merchant Sales Manager

Week 5

Tobermore HQ
- Researching leads training and securing appointments

> *"Tobermore hire great people and give them the tools to become awesome. The training, the people and the products are World Class. In short, the customers love Tobermore because the employees love Tobermore."*

Benefits of working for Tobermore

Remuneration
The salary for this role is negotiable depending on experience.

Bonus
A bonus scheme is included in the remuneration package for this post.

Pension
You will be eligible to join the organisation's contributory pension scheme

Annual leave
Your annual leave entitlement will be 30 days. Annual leave entitlement increases with service.

Holiday Purchase Scheme
We have a holiday purchase scheme available for all employees.

Company Car Scheme/Car Allowance
A company car or car allowance is included in the package for this post.

Company Credit Card Scheme
A company credit card is provided.

Internet Allowance
A monthly internet allowance of £30 is provided.

Additional benefits
Being part of an Award Winning Company – 'One to Watch' for Successful Workplace Engagement, won the European Foundation for Quality Management (EFQM) Business Excellence Award.

Payroll Giving Employer.

Long term career prospects within a growing and financially stable family business.

First class working environment, newly refurbished and enhanced headquarters building.

Complimentary Employee Events.

Length of Service Awards.

Structured induction and probation period. Participation in charity fundraising events.

Very strong emphasis on training (internal and external), mentoring and development.

Excellent workplace culture and team approach.









Testimonials



Richard Boucher - Merchant Sales Manager
Start date: Oct 17

My time at Tobermore has far exceeded expectations! Working within a great team of people has enabled me to achieve things that I thought impossible! Each day is what you make it. The planning and preparation time that is given, means you always focus on the right tasks and think smart to meet the business goals. It has been a great career move for me and I would highly recommend!

I am truly delighted to be part of Team Tobermore .It is an absolute pleasure to find myself working alongside motivated individuals in the Merchant team, all of whom possess fantastic work ethics, and the desire to succeed and grow and develop business! With Tobermore offering unrivalled quality and service, it is no surprise that Tobermore are increasing their share of the UK market on a daily basis. My only regret in joining Tobermore, is not joining sooner!



Peter Cockton - Merchant Sales Manager
Start date: March 18


bet365

Well-Known Schemes

See more online at: www.tobermore.co.uk/projects



British Airways i360, Brighton



Sir Chris Hoy Velodrome, Glasgow



Olympic Way, Wembley Arena, London



Bet365 HQ, Stoke-on-Trent, Staffordshire



Heathrow Terminal 2, London



University of Hertfordshire, Hertfordshire

The Team


PLANT & CIVIL
engineer
PLANT CONSTRUCTION
AWARDS








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Down Royal
Racecourse

Tobermore

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