

Regional Paving & Walling Manager

Job Description

Department: Regional Paving & Walling Manager

Reports To: Head of Merchant Sales GB/IOI

Job Summary:

You will focus on meeting with key customer groups such as Consumers, Paving Contractors and Builders Merchants to help promote and grow sales of Tobermore products and services by providing support, identifying customer needs and delivering tailored solutions and building strong relationships to drive sales growth.

Responsibilities:

The following list constitutes the key tasks and duties of your post upon which your job performance will be assessed. Tasks are not in any particular order, therefore the sequence which they appear should not be interpreted as indicating priority or relative importance.

Duties will include:

- Visit and engage with all customer groups, identifying and understanding the requirements of their enquiry, advising on the correct information regarding our products to deliver a tailored solution and provide appropriate Tobermore product recommendations.

Consumer –

- Manage appointment bookings, ensuring timely follow-up and scheduling within the assigned region.
- Ensure you are prepared with all materials/equipment that may be required before call-out visits in order to maximise the visit and influence the customer.
- Ensure all actions are carried out within 48hrs from consumer call out.
- Follow instruction and training provided by your line manager.

Builders Merchants -

- Provide support to builders merchants to increase their sales of Tobermore product.
- Ensure stockists keep the correct stock and influence sales to ensure development of product ranges.
- Ensure staff are fully up to date with Tobermore stockists offering, i.e. USP's, Design Services, Call Out Services etc.
- Ensure displays are appropriate and kept clean at all times and literature and POS is in a prominent position within branch.
- Pro-actively target new builder's merchants to purchase Tobermore products through trade days, customer visits and joint call days.
- Follow instruction and training provided by your line manager.

Paving Contractors -

- Provide support to paving contractors by helping them to Promote themselves and the Tobermore USP's effectively.
- Use our added value services such as the design and visualisation services to help gain more orders.
- Pro-actively target new Paving Contractors into using Tobermore products on live projects.
- Follow instruction and training provided by your line manager.

Combined Objectives-

- Deal with all customer groups within a timely manner.
- Attend sales review meetings to discuss performance against objectives set.
- Actively work on new customer targets to ensure we are meeting those that can provide us with the most orders.
- Develop strong customer relationships to enable you to gain repeat business.
- Actively plan your diary to drive sales growth.
- Record all customers' interactions and notes as per company procedure on our CRM and Dynamic systems.
- Learn and keep up to date with all products and services that Tobermore can provide.
- Use social media such as; LinkedIn, Instagram, TikTok and Facebook to identify customers and increase Tobermore brand awareness.
- Communicate professionally at all times with customers and as per company training provided.
- Deal with customer complaints in a timely and effective manner.
- Carry out tasks as required and deemed within your competence by your manager.

This job description is not exhaustive and serves only to highlight the main requirement of the post holder. The job description will be reviewed regularly and may be subject to change.

Employee Signature	
Date	
Manager Signature	
Date	

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Person Specification

	Essential Criteria	Desirable Criteria
Qualifications	5 GCSE's/Junior Cert to Include English & Maths (Grade A-C) or equivalent	- A-Level/Leaving Cert or equivalent 3rd Level Qualification (Business related) - Professional Sales qualification
Experience	- Retail or Hospitality experience within the last 2 years. 2+ years Customer Service experience within the last 2 years - Sales Experience - CRM experience	- Face-to face Selling - Telephone selling / Tele Marketing - Presenting Experience 6+ months proven success in Business Development
Knowledge, Skills & 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 and structured - Ambitious - Adaptable to change - Competent with social media - Rejection handling - Engaging - Strategic Thinker - Positive Outlook - Persistent - Well Presented	- Construction Industry knowledge/experience - Regional awareness
Physical Circumstances	- Full valid driving licence 4 days out of 5 working within the region & prepared travel and complete overnight stays to service the region. - Living location close to area that they will be covering	