

Job Title: Internal Account Manager – Scotland & London

Reporting to: Sales Office Manager

Purpose: To achieve individual and team revenue and profit targets whilst providing an outstanding service to Lapp's customers. To support and develop existing accounts, with the intention of seeking incremental business opportunities, plus support in the development of new business opportunities within your team's Sales Area.

Principle Duties and Responsibilities:

Sales Activity

- To ensure that all customers are dealt with in a professional manner, using internal procedures when receiving an order.
- You are required to expand business in your territory by developing new and existing accounts whilst maintaining the company's reputation and image. This will require making outbound calls.
- To sell our portfolio of products only when it is advantageous to both Lapp Group and your customer – never oversell.
- Deliver support to External Sales in relation to providing information or processing orders on our customers.
- Presentation of information to customer both verbally and written to be delivered with clarity and precision.
- Follow up all quotations and literature requests within the target time scale set by SAP. E.g. Quotes within 7 days (or as otherwise defined).
- Answer incoming calls that are put through and process each enquiry or order regardless of area.
- To understand and implement the relevant procedures as detailed in the company's Quality Manual.
- It is important to understand the company's policies – in particular the company's conditions of sale.

Product and Technical Knowledge

- Through internal and external training acquire and maintain complete knowledge concerning our range of products and the service we offer.
- Apply the above knowledge in relation to your customers' requirements and problems.
- Maintain up to date information concerning our competitor's products and services/pricing policies and provide the Marketing Department with all the relevant information.

Planning and Organisation

- Maintain comprehensive records covering in detail all customers and prospects and the current negotiation situation.
- Process all sales leads. Answer requests for literature, samples and quotes promptly.
- Carry out such additional duties as maybe necessary from time to time for

the continued development of the company.

- Maintain call levels at the rate agreed with your Manager.
- Attend sales meetings on a regular basis to discuss and plan the implementation of the ideas on sales improvement and for our development.

Personal Experience/Qualifications/Skills

- Customer Focus – Listens to customers, identifying, meeting and anticipating their needs.
- Initiative - Exhibits willingness to take the lead creating new ideas. Is assertive.
- Interpersonal Skills - Builds solid, effective working relationships with others within a team environment, has a professional telephone manner and ability to work under pressure.
- Self Management – Adapts readily to change in routine. Works effectively in pressured situations.
- Requires minimal supervision. Comfortable in a fast paced environment. Maintains a positive attitude. Driving and results oriented. Good Influencer.
- Sales Skills - Proven sales track record. Problem solving and good negotiation skills. Analytical and numerate with the ability to sell and up-sell the portfolio of Lapp products to all customers, using appropriate persuasive and influencing skills.
- Industry knowledge would be an advantage.
- Knowledge of SAP is an advantage.
- Microsoft office - Word, Excel, PowerPoint.

Please forward CV with covering letter to;

Annette Buck

Lapp Group

Unit 3 Perivale Park

Horsenden Lane South

Greenford

Middlesex

UB6 7RL

annette.buck@lappgroup.com