

# Internal Sales Executive



**VACANCY:** Internal Sales Executive

**LOCATION:** Kilmarnock or Maidstone | UK

## ABOUT US:

Glenfield Invicta Limited is part of the AVK Group, market leaders in the design, manufacture and supply of valves, penstocks, fittings and flow control equipment to the Water, Wastewater, Oil and Gas and hydropower industries.

Glenfield Invicta's end to end Project Solutions provide market leading valve, penstock, and engineering site solutions excellence across a multitude of Utility and Non-Utility infrastructure projects.

An opportunity has arisen for a driven individual, passionate about both exceptional customer service and engineering solutions.

This is a great opportunity for someone looking to join a market leading company to develop and grow your career whilst benefiting from the support and network of the group.

## ABOUT THE ROLE:

To provide internal sales support, and act as key point of contact for our customers.

Establishing customer confidence, through effective correspondence, promoting our branding, quality, design, and unique selling points.

Key responsibilities include, but are not limited to:

- Review incoming sales enquiries daily.
- Deal with customer queries and orders in a timely and professional manner.
- Assist UK Sales Team with existing customer accounts and develop new business opportunities.
- Utilisation of CRM ensuring project opportunities are logged and closed accordingly.
- Prepare and submit detailed tender bids for our market segments (clean & wastewater, dams, reservoirs & hydro).
- Ensure the swift and effective resolution of customer complaints in conjunction with NCR process.
- Support new team members through coaching and mentoring and promoting best practice.
- Prepare and send quotations to customers in a timely manner.
- Liaise with suppliers and technical support to ensure quotations meet with our customer's requirements.
- Identify and improve the outcome of commercial processes to improve efficiencies, reduce cost and increase customer satisfaction.

## ABOUT YOU:

- Previous years' experience in a similar role ideally from an Engineering background.
- Degree within mechanical / manufacturing engineering subject preferable however not essential.
- Proficient in Microsoft Office packages.
- Proven experience of dealing with key customers in a professional manner.
- Excellent communication and solution orientated problem-solving ability.



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- Demonstrate attention to detail and observation.
- Flexibility to adjust workload priorities to take account of new deadlines.
- Continuous Improvement Mindset.
- Independent worker with excellent planning and organising skills.

## WHAT WE OFFER:

- A culture of shared values, goals, attitudes, and business growth
- Employee Assistance Programme (Welfare and Wellbeing)
- Competitive salary
- 33 days holiday (including statutory Public Holidays)
- Life Assurance plan (x3)
- Company pension plan
- Discounts and cashback across many high-street and online retailers (Supermarkets, Entertainment, Fashion, Days Out, Technology, Home and Travel)
- A blend of training to help your career development.

## WORKING HOURS:

- 38 hours per week
  - Monday – Thursday 0830-1700
  - Friday 0830-1500

We know that our people make the difference in the AVK Group, and we are looking for skilled, passionate, and driven professionals to work with our inspirational leaders; to promote our culture, enable change and champion a lean environment.

**APPLY NOW** - Please send your up-to-date CV to [careers@avkuk.co.uk](mailto:careers@avkuk.co.uk)

