

Job Title:	Project Sales Coordinator
Location:	Glasgow
Responsible To:	Projects & Commercial Manager IES
Direct Reports:	N/A
Review Date & Rev No:	January 2026 – Rev.03

Purpose of Job:	The role of the Project Sales Coordinator is to process customer enquiries in an accurate, efficient and professional manner taking into account the Company's and the department's procedures, the customer specifications, the availability, delivery and the potential increase in sales of our products and services. To build and develop effective relationships with customers and to provide a proactive customer care service at all times.
Key Areas of Responsibility:	<p>Processing of Customer Enquiries</p> <ul style="list-style-type: none"> To process all customer enquiries in a timely and courteous manner Ensure full compliance and understanding of the ERP system To ensure that all customer orders are entered into the ERP system in an accurate and timely manner with sufficient information to allow down stream departments to complete the work To provide customers with an accurate and timely response to their enquiries <p>Issue of Quotations</p> <ul style="list-style-type: none"> To issue quotations which are in line with the pricing and discount structure agreed by either Frame Agreements, customer specific agreements or as per the department procedures for product pricing or discount models To ensure that costs for additional services, such as freight and essential overtime costs, are advised and agreed by the customer in advance for customers who require immediate service To ensure that all delivery times requested and quoted are realistic and achievable <p>Receipt of Order</p> <ul style="list-style-type: none"> To ensure that all customer orders are reviewed to confirm compliance with the quotation and that all obligations and commitments can still be achieved <p>Customer Service</p> <ul style="list-style-type: none"> To build and develop effective and proactive relationships with customers to allow a detailed knowledge and understanding of their business needs To liaise with other departments and branches with regard to product availability, delivery times or product assembly or manufacture To liaise with the engineering department for specific engineering queries on design or type To advise the customer of any changes to product, delivery/part delivery immediately To ensure a satisfactory customer care and after sales service <p>Marketing and Sales</p> <ul style="list-style-type: none"> To take advantage of all opportunities to advise customers on product ranges or alternatives which are acceptable for the purpose to which they are to be used. To take advantage of all opportunities to advise customers on new products or lines which may or could be of interest to their business

	Continuous Improvement/Personal Development <ul style="list-style-type: none"> To be responsible for knowing and understanding the sales department targets and objectives To be responsible for understanding, agreeing and achieving personal objectives set by the Customer Service Manager To adhere to the procedures as laid down by the HSE Management System and Quality Management System To adhere to the procedures as laid down by the Human Resource Management System and to take an active part in the Performance Management Process and the Competence and Training Programme To adhere to any duty rota which may be in force To complete timesheets accurately and on a timely basis To put forward any suggestions for improvements to the Customer Service Manager To attend formal Team Briefings when requested in your own time To be an effective team member and actively promote communication and information sharing within the team 	
Interfaces (Internal/External):	Internal: Purchasing, External Sales, Stores, Stock Control, QA, IT, Accounts, Despatch/Drivers and Workshop, Branches, Manufacturing Division, Engineering and HR Departments External: Customers - both internal and external	
Qualifications:	<i>Essential</i>	<i>Desirable</i>
		<ul style="list-style-type: none"> A qualification and/or training courses in selling techniques and methods S/NVQ Level 2/3 in Customer Service
Experience Required:	<i>Essential</i>	<i>Desirable</i>
	<ul style="list-style-type: none"> Previous experience in a sales environment within a supply company in the service industry 	<ul style="list-style-type: none"> Previous experience in an internal sales environment within a supply company in the service industry
Skills/Training Competences:	<i>Essential</i>	<i>Desirable</i>
	<ul style="list-style-type: none"> Ability to communicate both verbally and in writing at all levels Ability to build proactive relationships with customers and team members Ability to interact as an effective team member Competent in the use of computer systems, in particular Word and Excel Excellent attention to detail Ability to demonstrate a flexible, "can do" approach to their work Ability to plan and organise their workload to ensure deadlines are met A motivated individual who is able to use their initiative Ability to negotiate with customers 	<ul style="list-style-type: none"> A working knowledge of Hydrasun products An understanding and previous experience of using ERP Systems