

Job title:	Commercial Coordinator
Department:	Sales
Reports to:	Managing Director
Responsible for:	n/a
Location:	Worksop
Hours of Work:	42.5 hpw, 08.30-17.00 Monday-Friday
Closing date:	

Our values:

We are part of the Terberg Environmental Group that has roots going back to 1869, part of the larger Terberg Group that is still family-owned. With family values at our core, we operate honestly and with integrity. We aim to represent our core values in all areas of our work. Our core values are: Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.



Job Purpose:

As Commercial Coordinator you'll support the back-office sales function in tenders, quotes, and administration, ensuring all sales processes follow internal procedures, providing assistance to field sales and colleagues across departments, and maintaining high customer service standards.

Main Duties and Responsibilities:

Documentation

- To maintain and develop current standards in the upkeep of the internal documentation processes.
- To compile and up-date various reports / schedules using IT software such as Microsoft Office and to share information effectively with colleagues.
- Liaise with production to ensure planning data both internally and externally is correct and communicated effectively.
- To understand and take ownership of the Internal Commercial Sales Process.
- To understand the CRM system and enter information effectively and accurately.

Customer Service

- To establish and maintain excellent customer relations professionally and efficiently.
- To resolve Field Sales Force and Customer enquiries regarding project / quotation status and provide accurate feedback.
- To develop and maintain standards of customer service skills and computer literacy.

Tender and Quotes

- To be responsible for the accurate and timely completion of specific elements of the internal Commercial sales process.
- Responsible for the correct issuing / checking of PQQ, tender and quotation documentation within a given time frames.



- Source and identify tender / framework opportunities for the company via tender tracker providers and the European Journal and other sources where applicable.
- Follow the general work flow process in compiling and delivering quotations to customers and in dealing effectively with the Sales process.
- Processing new orders, confirming specifications and issuing order confirmations.
- Schedule demonstration vehicles including all movements and specifications.
- To assess / generate and deliver all relevant information relating to customer tender processes.

General

- Follow oral and written instructions on tasks and work to be completed.
- To actively play a part in the planning and co-ordinating of new products from supplier to end user.
- Maintain condition and availability of office equipment.

Quality & Environmental Responsibilities:

Responsible for the management, compliance and upkeep of the quality & environmental procedures, records, and documents relevant to the role.

At Dennis Eagle we are proud to be an equal opportunities employer and a disability confident organisation. We are committed to fostering an inclusive workplace where diversity is celebrated. As part of our dedication to creating a supportive environment, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy. We invite you to engage in an open conversation with us about how we can best support you and ensure that your unique skills and talents are recognised and valued. Your success is integral to our collective growth, and we look forward to working together to create a workplace that empowers everyone to thrive.

If you have any queries or would like to apply for the role, please contact the Recruitment team recruitment@dennis-eagle.co.uk



Criteria	(E)ssential / (D)esirable
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Knowledge	
• Understanding of documentation systems and processes	E
• Familiarity with project management principles and the ability to prioritise tasks to meet deadlines	E
• Understanding of tender processes	E

Experience	
• Previous experience in managing internal documentation, including updating and optimising processes	E
• Proven track record of maintaining high standards in customer interactions and experience handling customer queries effectively	E
• Experience working with CRM systems and other digital tools to record, manage, and retrieve information accurately	E
• Previous experience in a sales or sales support role where managing the internal sales process is part of the responsibility	E
• Experience of Tender writing	D

Education / Qualifications	
• GCSE's or equivalent	E

Job-related skills & abilities	
• Ability to prioritise own work and demonstrate good organisational skills	E
• Ability to make decisions based on incomplete information which has been filtered through others	E
• Ability to develop product knowledge as new products becomes available	E
• Communicate with others effectively at all levels of the business	E
• Self motivation in achieving own and departmental objectives	E

Other requirements	
• Duties require standing, stooping, bending, stretching and lifting. Lifting and carrying of reams of photocopy paper may be required. Always ask for assistance if unable to carry alone, always break down boxes to manageable individual reams	
• Demonstrate commitment to personal professional development	E
• Ability to undertake further training required for this position	E

Please note that you may be asked to carry out tasks other than the above that are deemed by your manager to be appropriate, reasonable and within the remit of your role. You will be expected to carry out these ad hoc tasks as requested.

Employee name _____ Employee signature _____ Date _____

Manager name _____ Manager signature _____ Date _____

