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FRAME DESIGN
FINE ART PHOTOGRAPHY
PRINTING
ARTIST SURFACES

Job Description

Job Title: Sales Manager
Date: February 2010
Reporting to: Managing Director
Responsibility for: All Sales & Support Team
Standard Hours: Monday to Friday: 8am – 5pm

Responsibilities Overview:

To develop and support a dynamic, client focused, target driven Sales Team

General Duties:

- Overall supervision of the three Sales Teams & Support Roles to ensure that they are appropriately motivated & trained to meet all sale targets (framing, photography & printing and artist surfaces)
- Responsible for developing and driving the client services culture within the company
- Contribute to the development of the company's key objectives – particularly in relation to the sales objectives

Team Management:

- Observe and assist the sales team to ensure that there is optimum efficiency within the team's, maximising performance
- Chair daily sales meetings, ensure they are dynamic, focused and the team follow through actions to completion
- Ensure the framing team diary management is successfully executed to allow good communication on workload and time management
- Supervise the Support Team, providing them with support to set clear roles and responsibilities to benefit the sales structure
- Initialize and manage all quote enquiries, ensuring framing consultants input new opportunities with maximum effectiveness and efficiency in their day and that every sales opportunity is followed up
- Assist consultants on large projects as needed, setting out a clear project plan and actions
- Co-ordinate & organise sales team group events
- Support the Managing Director where needed

Sales Development:

- Work with Marketing and the consultants to develop a strong understanding of client types and develop sales focus on the most profitable projects
- Work with sales consultants to prepare monthly sales predictions, using the quote report to provide the figures for Finance and the Monthly Management Board Meetings
- Work with New Business Team & Marketing to drive an effective New Business Strategy
- Prepare for Monthly Management Board Meeting, ensuring agenda is set with key information from the sales teams & minute take
- Handle sales calls as required

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Client Development:

- Continually drive and maintain our Top Client Relationships, with a Stay in Touch approach and yearly Account Reviews
- Develop and instill best culture and a detailed customer service charter to ensure client expectations are continually surpassed – aim to surprise and delight our clients
- Oversee Support Team to perform ad-hoc duties as required i.e. preparing tea and coffee for clients and meetings as necessary

Marketing Support

- Support sales in maximising marketing activity, to create a strong link to help the drive/communication between marketing activities and Sales performance
- Develop Sales & Marketing meetings to pro-actively ensure New Business strategy is maintained from the Sales team
- Run monthly reports to analyse sales statistics focusing on business opportunities with new and existing clients
- Work with Marketing on yearly preparation on sales drive for all Art Fairs

Knowledge, skills and experience required

- At least 3 years' sales management experience
- Thorough knowledge and experience of marketing and sales
- Excellent sales and interpersonal skills
- Excellent planning and organizing skills
- Impressive record of achieving targets

Key Skills

- Customer focused
- Solutions Led
- Assertive
- Organisational skills
- Good team player
- Level headed
- Lateral thinker
- Responsible
- Accurate
- Hardworking
- Computer literate
- Artistically literate (art background) preferable
- Proactive
- Adaptable
- Positive “Can Do” attitude
- Commitment to a “Continuous Improvement” method of working