**Sales and Service Estimator Vacancy**

Danesmoor Group is a market leading distributor of kitchen and bedroom components – proudly supplying the UK KBB industry for over 110 years.

We bring together the most comprehensive range of quality stocked products from the world’s leading manufacturers, together with the most flexible services, and bespoke design options - all supplied from under ONE roof. We’re committed to continuous innovation and a highly integrated, customer-centric approach, where delivering excellent service and understanding our customers’ requirements is at the heart of everything we do. Most importantly, each and every customer is supported by ONE personal team – dedicated to providing expert advice, and assisting a professional, streamlined journey from start to finish.

We have an exciting opportunity for a proactive and highly motivated, customer focussed Sales and Service Estimator. The purpose of this role is to coordinate the customers journey from estimate through to order. The role requires an enthusiastic individual, with a ‘can do’ attitude to manage multiple customers at any one time.

**Main Responsibilities:**

* Take ownership of the estimate ensuring information is logged and the appropriate information is communicated to the appropriate stakeholders including suppliers, manufacturing, sales, installation and most importantly, our customers
* Process estimates ensuring they are returned within PWS’s service level agreement
* To pro- actively follow up outstanding estimates, non-spending customers to ensure that PWS maximise sales opportunities.
* To increase customer awareness in relation to all products and PWS/supplier promotional activities.
* To deal with customers queries within a timely manner, in most instances this will be within the same day.
* Ensuring internal and external stakeholders are kept up to date with the status of the estimate.
* Developing strong working relationships with internal and external customers.
* Championing change within the department to ensure we continuously improve the way we operate.

**Essential Requirements**

* Experience in a customer service role within a busy office environment.
* A patient and calm approach with excellent telephone manner.
* Excellent attention to detail.
* Strong organisation and administrative skills and an ability to prioritise tasks in a timely manner
* Able to read and interpret kitchen plans
* Competent use of Microsoft Office & bespoke computer systems.
* The ability to problem-solve and think on your feet
* Excellent communication skills
* Takes ownership and moves at pace to achieve set objectives
* Highly motivated with a positive ‘can do’ attitude
* Effective team player
* Excellent time and project management skills
* Experience in the management of internal stakeholder relationships
* Willing to go the extra mile for every single customer
* Self-motivated with a positive approach
* Initiate, execute and embrace new methods of work and projects
* A quick learner who’s flexible and willing to help where needed
* Ability to initiate and achieve challenging targets and work under pressure