**SELWOOD LTD**

**POSITION DESCRIPTION:  
Territory Manager**

**LOCATION:** Location

**POSITION PURPOSE:** This role is responsible for promoting and developing profitable hire revenues by visiting sites and regional offices of specific customers building meaningful local relationships. By identifying and maximising revenue streams from key projects within the region, whilst ensuring clients receive a seamless and professional service promoting the utilisation of the best technical solutions to their pumping requirements.

**RESPONSIBLE TO:** Director of Sales

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| **REGULAR CONTACTS:** | **External** | Customers – new, existing, and National accounts Local Business Groups |
| **Internal** | Director of Special Projects & Solutions  Director of Product Service & Excellence  Fleet Support Managers  Sales Managers and Sales Teams  Solutions Director, PMs and Solution Teams  Operational Managers |

**MAIN RESPONSIBILITIES:**

1. **Customer Management**

* Establish and develop client interfaces, build and nurture relationships through gaining their trust and confidence in you and in our products and our company.
* To support, manage and maintain the Company’s 24/7 service offering as is reasonably practicable.
* Develop an in depth understanding of the customer’s industry sector, their systems, and processes.
* To understand, manage and monitor existing clients spends, utilising depot prod turns in conjunction with the branch manager and hire manager / controller.
* Attend customer meetings at as early a stage as practicable to ensure a thorough understanding of their projects and to work with them to identify potential solutions.
* Continually seek out related business and identify sustainable business opportunities for the future.
* Work closely with the customer’s internal teams, to ensure a combined effort to achieve the best solutions and outcomes.
* Work closely with the Selwood Technical Solutions team. Providing clear two-way communication, always enduring understanding.
* Attend client review meetings where applicable.
* Produce accurate and timely reports for customers.
* Work with internal stakeholders to produce account management documentation and accurate ad-hoc reports for Business Development Directors and Sales Director as and when required.
* Deliver knowledgeable presentations to customers in a professional manner, both face to face and online. Be fully confident in our range of products and services.
* To manage and devise necessary quotations that are accurate and timely.
* All customer KPIs are achieved and truly reflect the customer’s satisfaction regarding the service given.
* Customer expectations met at all times and where possible strive to exceed.

**2. General**

* Acquire and maintain an in-depth knowledge of the pump range and services we can offer.
* Keep up to date with changes in technology and development in the customer’s industry sector and our own.
* To input relevant captured sales data / information into the Hire System in a timely fashion, ideally a target entry of between an 8 -10 quality calls per week should be entered on the Sales System, utilising and managing this to good effect to establish effective client call –patterns.
* To communicate effectively with the pump sales teams, to personally maximise client revenue locally and as a team nationally providing support for other key and national account managers.
* Always adhere to the company’s SHEQ procedures.
* Lead by example and continuously promote the company’s Core Values and Mission Statement.
* Support Installations when and as required, to support clients and business generation.
* Be an effective member of the team communicating with all to seek out and maximise the hire revenues.

**QUALIFICATIONS & EXPERIENCE:**

**Essential:**

* Demonstrable knowledge of principles and methods for driving growth in a sales and rental orientated business.
* Able to demonstrate the ability of achieving credible results/wins one-on-one with customers and team members, through providing a clear framework for accelerating profitable growth.
* Strong communication and negotiation skills, both written and verbal, with the ability to deliver professional and clear presentations, both online and face to face.
* Excellent planning and organising skills, with the ability to ensure efficient and effective daily time management.
* Demonstrates a professional approach to the role, with the confidence to challenge the status quo and seek continuous improvements to our ways of working.
* Demonstrate an ability to build relationships and work collaboratively with both internal and external stakeholders to achieve business goals.
* Enthused by great results, self-motivated and driven to exceed targets.
* Willingness to learn and ability to absorb information on our wide product base.
* Intermediate MS Office skills (including Excel, Outlook, and Teams Communications).
* IT proficient – experience with sales management systems and internal systems.
* Holder of a full driving licence and happy to travel regularly within the UK.

**Preferred:**

* A proven history within a sales environment which will have included prospecting and client visits.
* Knowledge or experience of the Pump Hire or equipment Hire industry.
* A previous background in pump rental or pump sales.
* Sales related certification.

**Statutory Requirement:** Each employee must ensure that all tasks are carried out within the Company’s Health and Safety Policy, and any relevant Codes of Practice, including COSHH sheets and other instructions, to minimise risk to themselves and other personnel and that good housekeeping applies at all times.