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| **Role title** | Quotations Co Ordinator Team Leader |
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| **Department** | Commercial |
|  | |
| **Business unit or function** | Portakabin Ireland |
|  | |
| **Role reports to** | Customer Support Manager |
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| **Roles managed** | Dublin Site Accommodation Hire Co Ordinator Team |
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| **Purpose of the role** | |
| * This role is to provide seamless support to the Customer Support Manager by providing Leadership to, and Management of, the Quotation Co Ordinator team. * The role will co-ordinate the day-to-day operations of the Quotation Co Ordinator team, ensuring quotes are returned in a timely fashion, KPI’s for the team are met and procedures and processes are adhered to. * In addition, this role provides critical support to Commercial Managers and Hire Controllers ensuring a smooth quotation process, efficient and accurate turnaround of project pricing. | |
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| **Accountabilities of the role** | |
| * Ensure team adherence to Service Level Agreements for generation of quotes & incoming leads: internet leads, live chat function etc. * Achievement of KPI target for overall and regional opportunity generation for the Company. * Achievement of KPI target for order’s won, order numbers, equivalents and building services. * Account Management and admin associated with the Quotation Co Ordinator Team. * Ensuring the Quotation Co Ordinator Team’s focus remains on achieving personal and team targets for business development calls; local and marketing campaigns thereby increasing focus on Opportunity generation for the Company. * Ensuring constant support to the Quotation Co Ordinator team, liaising with other departments to provide innovative new processes to support business function throughout the company. * Direct Line Management of the Dublin quotation team members, ensuring meaningful one to one meeting’s are carried out on a monthly basis. | |
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**Competencies, Skills, Qualifications & Experience**

**Essential** attributes are the minimum requirement for a role holder. Without these attributes, the role could not be performed. **Desirable** attributes would enable the candidate to perform more effectively, but they are not critical to the role.

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| **Competency, Technical Skill or Knowledge** | **Essential** | **Desirable** |
| Strong attention to detail | X |  |
| Computer Literate (Microsoft Package, CRM) | X |  |
| Ability to work both independently and as part of a team | X |  |
| Reading Drawings |  | X |
| Excellent Telephone Manner | X |  |
| Customer Service Experience | 3 years + |  |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to Degree level (or equivalent) in a relevant subject | X |  |
| Good level of numeracy / literacy | X |  |
|  |  |  |
| **Previous Experience** | **Essential** | **Desirable** |
| Demonstrated Team Leadership experience | X |  |
| Strong Commercial Administration experience | 3 years + |  |
| Customer Relationship Management experience | x |  |
| Business Development experience B2B,B2C | 3 years + |  |

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| **Organisation Chart** |
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X2 Hire Co Ordinator

Hire Co Ordinator Team Leader

Customer Support Manager