

**27 02 2018 – Customer Advisor/Sales Executive - based in our Failsworth Office - Manchester**

**Japanese Knotweed Ltd** specialise in the control and removal of Japanese knotweed. We provide chemical treatment and immediate excavation options. We operate throughout the UK. Our clients include property developers, construction companies, large corporate organisations, local authorities, private home owners and housing associations.

**Role Overview:**

Working as part of an office based Sales and Admin Team you will be advising clients by email and telephone about our service, creating reports and quotes for treatment options, and selling residential and commercial herbicide and guarantee management plans.

**Key Details:**

This position comes with a competitive salary of **£22,000** per annum.

This is a full time role and the working days will be Monday through to Friday with working hours that change with the seasons, as below:

**Summer** - May to October 8:00am to 5:00pm

**Winter** - November to April 8.30am to 4.30pm

**Holidays**

We offer 23 days holiday entitlement (pro rata for part time employees), to be taken follows:

**12 days** - Winter period during November to April

**11 days** - Summer period during May to October

**8 days** - Bank holidays

We also operate a holiday buy back scheme.

**Requirements of the role:**

- Dealing with enquiries and correspondence either by telephone or email
- Providing information and advice to potential clients about our services
- Logging enquiries, setting up and maintaining various client folders
- Creating quotation reports and drawings from site survey findings
- Emailing completed quotes
- Keep our quotation log up to date
- Winning new business by following up quotes via telephone and email
- Completing Order Confirmation forms ensuring contracts are clear and concise
- General administration

**Skills and qualifications required:**

- Three years work experience in customer service and administration
- Strong sales and customer service back ground, with a passion for delivering a great service
- You must be articulate and excellent with written and verbal communication
- An excellent telephone manner
- GCSE English and Mathematics (or equivalent)
- Excellent IT skills are essential, particularly in Microsoft Office 2010 Excel, Word and Outlook
- Be numerically astute and have excellent administration and organisation skills.

To apply for this role, please email [hr@knotweed.co.uk](mailto:hr@knotweed.co.uk) to request an application form.