**Motivair Compressors Limited**

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| **JOB SPECIFICATION AND PERSON SPECIFICATION: Contract Renewals Coordinator** | |
| **Salary** | Competitive: Holiday 24 days per annum in year 1 and 26 days in year 2 plus stats. Pension 5% employee and 3% employer |
| **Location** | Burntwood |
| **Hours per week** | 40 Hours per week Monday to Friday with a 1-hour unpaid lunch break |
| **Reporting Line** | National Operations Manager |
| **Job Description** | |

Motivair Compressors Limited (MCL) is a fast-growing Technical Service Solutions business that specialises in industrial air systems. The core business is a solutions provider to a broad range of customers providing Service, Capital Installations, Maintenance regimes, Parts and Hire. Trading for over 60 years Motivair has grown successfully both organically and via acquisition over the last 10 years to a position of c.10% market share. (Source BCAS)

Motivair is well positioned to grow via its market position, customer value proposition and scalable infrastructure over the next five years and beyond.

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| **Scope and Purpose of the role** |

**Scope**

Provide excellent customer service to both internal and external customers ensuring quotations produced are accurate, prepared in a timely manner and followed up thus contributing to sales targets and profitability.

This role requires the skill set of a successful key account individual who can demonstrate assisting in business growth and development of contracts through a renewal process.

**Duties and Responsibilities**

* Provide contract renewal quotations as required for service packages offered by Motivair.
  + Ensuring all quotations are logged onto the AX system daily.
  + Dispatching quotes in a timely manner
  + Providing data reports as required
* Maximise client retention and revenue growth opportunities via service contract changes
* Liaise with external customers to ensure that quotations are received in accordance with agreed timescales.
  + Contact clients by telephone.
  + Identify opportunities to process orders and close sales.
  + Identify opportunities for referral to sales team
* Understand key development client’s business and development paths.
* Advise the External Sales Team of new opportunities to grow revenue streams.
* Ensure records are maintained and daily updates are given to Team Leader
* Maintain an effective working relationship with the managers and staff of all sections throughout the company.
* To follow the company’s ISO procedures including completion of online forms relating to all orders and quotations
* Collaboration with the external sales team in devising, delivering and closing out renewals
* To carry out other ad hoc duties as required
* Adhere to Motivair policies and procedures.

# Health and Safety Responsibilities

* Undertake risk assessment and take any necessary action to avoid potential health and safety hazards.
* Ensure Motivair Covid-19 polices are adhered to.

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| **Relationships** | **Internal** | **External** |
| Contract Admin  Internal Sales  Service Delivery  Account Managers | Customers |

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| **Person Profile** | **Essential** | **Desirable** |
| Education & Qualifications | * GCSE Standard * Numerate * Excellent Written Skills | * Education to A level standard or equivalent * Administration or Management qualification |
| Specialist Knowledge & Skills | * High levels of competence in office systems Excel, Word, and Outlook. * Commercial Awareness * Seeks to use new technology. * Knowledge of Commercial terminology. * Worked with customers contracts in previous roles. * Can identify internal and external customers | * Knowledge of Microsoft Dynamics * AX database * Experience in light engineering environment * Knowledge of FM sector * Completed Customer Service Training |
| Interpersonal & Communication Skills | * Excellent written and verbal communication skills. * Confident communicator * Uses questioning skills to identify facts * High levels of attention to detail coupled with accuracy are essential. * Able to communicate at all levels within the company. * Professionalism and self-awareness. * Personal integrity and confidentiality. * Driven, determined with a problem-solving mind set. | * Demonstrable experience |
| Teamwork | * Ability to work as a member of team. * Seeks to support the achievement of team goals | * Demonstrable experience * Can identify role played within a team |
| Relevant Experience | * Experience within a Sales/Administration environment * Experience of SMEs with revenues of £15-£30m. | * Experience of working collaboratively with line manager. |
| Accuracy and Attention to Detail | * Strives to achieve excellent results. * Can demonstrate checking procedures previously used. * Has keen eye for detail * Willing flag issues as they arise | * Demonstrable experience |
| Motivation | * Ability to see job through to completion. * Understands own motivation and can always show drive and enthusiasm. * Eager to achieve targets and objectives. * Maintains corporate focus at all times | * Understand own needs in terms of satisfiers and dissatisfiers. |
| Planning and Organisation | * Good time management skills * Ability to prioritise * Ability to plan own workload and determine effective solutions. * Plans daily, weekly and monthly workload. | * Can produce reports as necessary and support the management team in identifying issues and problems that will impact on costs. |
| Management Information | * Understand the need for KPI’s * Basic financial reporting * Collects data to support the management team | * Can report on KPI’s and variances |
| ISO and Quality | * Ensures processes are consistent with quality objective. * Aware of current quality achievement levels versus targets and cost of failure | * ISO experience in the workplace |
| Additional Requirements | * Willingness to develop knowledge and understanding of the services provided by Motivair * Energy and drive with a result driven approach. * Good attendance record * Flexible working * Working to and achieving deadlines * Effective prioritisation | * Used to working in a fast-paced market and a company that specialises in solution sales |

**Agreement to the role:**

Signed Employee:

Date:

Signed Line Manager:

Date: