



Job Description: Project Co-ordinator

Overview of Position:

Responsible for taking project enquiries via telephone, email and letter from Contractors and Architects, and obtain from them essential information for our External Sales Team, after which updating CRM and colleagues with this information.

Strong communications with architects and contractors, providing prompt responses to enquiries.

Actively pursuing further business opportunities for our Sales Team during these encounters.

Liaising with all other internal departments to ensure smooth progression of business opportunities.

Keeping thorough records of all communications with project stakeholders on our CRM system.

Efficient administration of product sample resources and the customer sample request process.

Assisting other team members with a broad range of day to day activities.

Reporting:

to the Commercial Marketing Manager and located in our Marketing Suite in Mitcham, Surrey.

Tasks:

- Respond promptly to enquiries from architectural advisors, contractors and architects
- Log enquiries on CRM system, communicating opportunity with Sales team and customers
- Analyse incoming enquiries including technical requests for tender for TPG opportunities
- Coordinate the product sample stock, request and fulfilment process
- Provide reports when required including performance of enquiries, contracts and samples
- Support sales team as key contact for their project requirements from head office
- Maintain key client information on the CRM system
- Assist in all aspects of customer visits to our showroom and at exhibitions or launch events
- Liaise with all departments, building business rapport between Marketing and others
- Proactively develop product knowledge including impromptu and formal training
- Meet and greet visitors, book catering for meetings
- Administer online password requests to the Company websites in a timely manner
- Provide support to the Accreditation Manager within our Marketing Team.

Key Attributes:

- Team player – a must!
- Ability to work unsupervised and collaboratively in a team to meet deadlines
- Proactive, flexible, 'can do' and cheerful attitude
- Great attention to detail in administration and presentation
- Eagerness to develop skills in marketing, sales, product management and construction
- Excellent communications with excellent fluency in spoken and written English language
- Familiarity with technical drawings
- Familiarity with construction contracting processes
- Commercial awareness
- College educated
- Ability to work under pressure, and to be a self-starter
- Competent in Microsoft Office, including Outlook, Word, Excel and Powerpoint.

Desirable Attributes & Skills:

- Experience with CRM software
- Experience in the construction industry or construction products manufacturing industries
- Experience of working with quantity surveyors, architects, local authorities and private developers and an understanding of the different targeting approaches
- Knowledge of relevant building regulations
- Knowledge of latest building contracts such as D & B and PFI
- Practical engineering trade, craft, or modelmaking skills
- CAD software skills
- Graphics design software skills
- Degree graduate in construction or business relevant discipline.