



WSBL are a successful, long-established, innovative manufacturing company, who, thanks to the strength of their technical expertise have a strong customer base both in the UK and abroad for their noise and vibration control materials.

Due to the growth of the business, we are seeking a Technical Sales Support Engineer with recent experience of telesales, excellent communication skills (verbal and written), acoustic qualifications to degree level/ background and full UK driving licence for a full time, permanent position in the Lancashire, BB1 area.

Job Role:

Reporting into the Sales Director, provide technical and administrative support to all external customers and all other internal teams

The successful Technical Sales Support duties will include: • Offering technical sales support to customers either via email, telephone or face to face, providing excellent customer service and develop excellent working relationships. • Research the internet, relevant publications and industry knowledge etc. to target new, lapsed and current customers. • Understand the basic functionality and capability of company products and knowledge of acoustic materials and compatibilities. Familiar with current building & environmental regulations.

Create new accounts and new sales opportunities, updating records and ensuring that activity is reported in required timescales. • Prepare technical quotations and sales proposals using templates in place • Working closely with design and projects team regarding technical issues and feasibility of customer requirements in particular modifications to materials being developed.

Request materials lists, costs and labour required so that prices can be calculated by the sales team prior to quotes being prepared. • Liaise closely with production to specify delivery dates and availability of products • Work with the technical team to organise, support and carry out production trials as appropriate. • Obtain customers' packaging samples on behalf of the Sales Engineers for new orders when required and issue specimens to relevant departments after processing sales orders as required. • File specification and other information relating to the orders that has been provided by the sales engineers in the correct folders on the file server. •

Participate in monthly sales meetings taking an active role offering constructive ideas and feedback to the team. • Deal professionally, competently and courteously with customers, suppliers and colleagues in verbal and written communications in a timely manner. • Assist customers and colleagues with problems that arise offering practical and appropriate solutions. • Ensure that customer / company confidentiality is not breached during any form of communication. • Ensure the Sales Team is regularly updated and informed of any relevant issues.

Able to read specifications/ understand technical terminology. • Excellent interpersonal and communication skills (verbal and written) to communicate effectively with customers and colleagues. • Qualified to GCSE standard including Maths, Science and English at grade B or higher. • Organised, methodical and attentive to detail. • Sociable / outgoing, self-motivated, able to overcome objections, resilient and ability to influence. • Be able to work with the minimum of supervision. • Excellent computer skills in MS Word, Excel, Outlook, other Office applications. •

The successful Technical Sales Support Engineer will need to be an organised team player,, self-motivated, able to work under pressure and to deadlines, assertive & possess a strong work ethic. Salary is up to £40,000 (dependent on experience and qualifications), enhanced holidays & pension scheme. The basic working week is 37.5 hours (8:00am – 5pm Mon – Fri).

Please send CV and covering note to lisa@hrpartnerltd.co.uk if you are interested in this role.