

# JOB DESCRIPTION

Original Style has celebrated over 30 years as a successful tile manufacturer, importer and distributor and is a leading global tile supplier with a strong presence in 48 countries worldwide. We have been producing high quality tiles in our factory in Exeter, Devon, since 1986 and we offer a wide range of products - from contemporary large format wall and floor tiles to hand-finished glazed tiles designed in-house. Tiles are our craft and we are committed to manufacturing using traditional techniques teamed with state of the art technologies. We also source original and innovative tiles for our collections from across the globe, such as our unique glass products and mosaics, enriching our collections for a truly versatile choice. The key to our success is the experience of our highly skilled designers and craftspeople, showroom experts, customer service and all support functions who make it a priority to ensure customer experience excellence throughout each stage of their journey with us.

With circa 220 employees, 14 tile showrooms and a global network of retailers, Original Style is committed to continuous development as an industry leader. We have ambitious plans to open more of our own retail showrooms and to grow as a business. Your growth is equally important to us – we will support you to reach your full potential and achieve your personal development goals.

**JOB TITLE: EXPORT SALES MANAGER**  
(German national with excellent English and ideally French or Dutch as a supporting language )

**BASED: EXETER, DEVON**

**TERRITORY: GERMANY, AUSTRIA, SWITZERLAND, ( Holland / France subject to languages spoken)**

**DEPARTMENT: SALES**

**REPORTS TO: ASSOCIATE U.K. AND EXPORT SALES DIRECTOR**

## **PURPOSE OF THE ROLE**

This is an exciting opportunity for a bright, enthusiastic, energetic individual with a flair for interior design to join a successful global manufacturer and distributor of floor and wall tiles within their Export Sales Team.

The main purpose of this role is to develop/exceed sales levels against set Company targets, to maintain/improve long term customer relationships. The incumbent will become a specialist within the field, feeding back information on all aspects of the Porcelain and ceramic market, including product trends and competitor operations. There is also expectation that the individual will stay within territory away from home / and or work outside of normal hours on occasion to maximise visibility with the client network and sales time in call. 25% - 33% of time.

## **MAIN RESPONSIBILITIES**

- Develop and deliver a call plan that coupled with agreed KPI, will drive Company sales and develop dealer relationships, including virtual client meetings ( Microsoft Teams).
- Further existing strategies and agree new to exponentially grow the sales pipeline.
- Maintain and create a rapport with new and existing dealer networks within the Sales geographic territory. Including Commercial clients additional to retail, plus liaisons with Architects & Designers.
- Provide feedback to internal departments such as Customer Services, Marketing, Purchasing, Production and Warehouse to aid ongoing territory growth.

- Become a product expert through training and by researching company literature, such as web, brochures for product/technical information and prices.
- Provide relevant and consistent feedback to the Associate Director - Sales in line with requests made, job responsibilities.
- Ensure CRM accuracy and through effective reporting/planning understand how these tools help to drive sales growth.
- Deliver new product, brand and technical presentations.
- Meet on-going customer service requirements, as needed. Work closely with assigned Customer Service Advisor and Customer Service Manager.

## **HEALTH AND SAFETY**

- Endorse and promote a positive and conscious health and safety culture within the Company. Ensure always take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.
- Ensure compliance with all health and safety, quality and human resource policies and procedures of Original Style.

These are the main functions of the job but the incumbent may be required to carry out other duties as may be reasonably required to meet the demands of the business.

## **PERSON SPECIFICATION:**

To succeed in this role, you must speak fluent German and English and will need to ideally:

- Have a third language at business level. Ideally Dutch or French.
- Demonstrate a successful field sales track record, ideally B2B sales.
- Possess excellent communication skills to be able communicate product information clearly and concisely. The successful incumbent will have outstanding interpersonal skills and be articulate in their delivery of their sales presentation.
- Have a talent for presenting a product and brand.
- Demonstrate an understanding of Marketing (including Social media) and how this helps develop sales growth.
- Ideally understand interior design/fashion and/or have a sales background within the Tile/Bathroom industry sector.
- Be IT literate - competent in Word, Excel and PowerPoint.
- Be highly organised with good route planning and time management skills.

## **REMUNERATION AND BENEFITS**

We offer a competitive salary and benefits including a contributory pension scheme, 23 days holiday (increasing to 26 days with service) plus public holidays, staff discounts and death in service cover. In addition there is structured training and the potential for career progression within our growing dynamic company.

## **BACKGROUND INFORMATION ON ORIGINAL STYLE LIMITED**

Please refer to the following websites: <http://www.originalstyle.com>

## **LOCATION**

Original Style is based in air-conditioned offices with parking close to junction 30 of the M5 at Falcon Road, Sowton Industrial Estate, Exeter, Devon, EX2 7LF.

## **HOW TO APPLY**

**Applicants should send their CV and a covering letter (including salary expectations) to Diane Smith, Human Resources Manager preferably by email to [dsmith@originalstyle.com](mailto:dsmith@originalstyle.com) or by post to Original Style Limited, Falcon Road, Sowton Industrial Estate, Exeter, EX2 7LF.**