

## Internal Commercial Specification Assistant

In 1973, Karndean started life as a small family business. Now we are one of the world's most renowned and respected luxury flooring brands. We recognise our people as being the key drivers of our success and its their passion and innovation that have allowed us to continue growing as a business.

We have an exciting opportunity for a Internal Commercial Specification Assistant to join our Commercial Sales team, this role will be working from our showroom in Clerkenwell. This position will play a key role in supporting the business by internally managing specification projects, working closely with customers and CSMs to keep project data accurate & up to date. The role is well-suited to an organised & methodical individual with attention to detail and the ability to communicate effectively with prospects and internal stakeholders, via the telephone and email.

Working with National Accounts and Regional Specification Managers the role will be the first point of contact for new projects, qualifying opportunity and loading on to CRM, with potential introductions and appointments made. Managing and updating relevant information on key targeted projects in CRM, working closely with external specification team to deliver projects from enquiry/introduction to completion. Utilizing the relevant lead generation tools provided to create qualified introductions for Karndean into the A&D sector.

### Responsibilities:

- Manage and update CRM project information accurately and on time (including managing project stages & dates, price updates, key stakeholders.)
- Identify target projects based on sales and channel strategy
- Use Lead Forensics to qualify and contact new prospects, introducing Karndean
- Utilise Glenigan project tracker to identify relevant project opportunities for Karndean CSMs
- Ensure all commercial sample requests are accurately recorded and follow up with prospect to confirm sample delivery and understand project requirements
- Work with CSMs on project pipeline and targeted appointment introductions
- Work with National Accounts to offer project/specification support and accurate updates of CRM and SLA
- First point of contact for key customers on project updates and outputs
- Work with RSMs to identify targeted A&D practices to introduce Karndean and establish initial contact
- Arrange CPD with targeted A&D practices for CSM's
- Understand the 'Karndean why' and be able to communicate effectively to prospects and customers
- Cleanse and update lapsed and over ran projects
- Promote Karndean Evolve

## Requirements:

- Working from our Clerkenwell Showroom in London
- Attention to detail
- Good team player
- Ability to communicate with prospects and customers via telephone
- Outgoing and self-motivated
- Strong organisational skills
- Strong understanding of Karndean and it's position within specification
- Ability to navigate CRM and other potential systems
- A pioneering spirit to deliver the promise to our customers
- Proficient in the use of digital tools to deliver sales solutions effectively and to different customer types depending on their specific strategic needs.
- Ability to collaborate with various department to successfully deliver national results

## Our Company:

Karndean Designflooring UK is based in Evesham, Worcestershire across three sites with excellent facilities. We offer a huge range of benefits but here are some of the headlines:

- Competitive salary
- Flexible and hybrid working
- Employee discount
- Health cash plan
- 24 days holiday + BHs + a day off for your birthday (increasing with service)
- Enhanced pension scheme
- Enhanced maternity and paternity benefits
- Enhanced sick pay
- Learning and development opportunities
- Paid Volunteering Day
- Regular employee awards with up to £1,000 monetary prizes

As part of our company, you will enjoy working with a team of incredibly passionate, fun people and have the opportunity to contribute innovative ideas directly to the executive leadership team as well as progressing your career.

At Karndean we are committed to recruiting and retaining a diverse workforce with an equitable, inclusive environment.

## How to Apply:

- Please send your CV and covering letter to [recruitment@karndean.co.uk](mailto:recruitment@karndean.co.uk)