

Record UK Vacancy

Service Quote and Sales Coordinator

Company Info

Record UK is the UK subsidiary of the Agta-Record Group who is one of the major companies within the automatic pedestrian door systems industry. The group manufactures and distributes door systems to over 40 countries worldwide.

We design, manufacture, supply, install and service automated door systems and aluminium shop-fronts throughout the UK to a wide range of organisations and clients.

We are seeking to recruit a strong Service Quote & Sales Coordinator to work within our service quotes team, based out of our head office and factory in Blantyre.

Job Description

Record UK is seeking a skilled Service Quotes & Sales Coordinator to join our team specialising in automated door systems. This unique role position requires expertise in preparing accurate cost estimates for the installation, maintenance, and repair of automated doors while actively engaging with customers to understand their needs and manage the sales process to convert quotes into orders. You will play a key role in ensuring profitability and client satisfaction, using your technical knowledge and customer-focused approach to drive growth in the UK market.

Key Tasks – Sales & Quote Conversion

- Conduct pre-quote consultations and maintain communication with clients to gather detailed requirements and preferences, ensuring accurate, customised proposals. Provide professional advice on potential solutions.
- Proactively follow up on all issued quotes, negotiate terms, and convert estimates into orders through effective communication.
- Monitor and report on sales activities, including quote-to-order conversion rates, and strive to meet or exceed sales targets.
- Build and nurture strong relationships with new and existing clients to encourage repeat business and service agreements.

Key Tasks – Estimation

- Review site surveys, and specifications to prepare accurate cost estimates for automated door installation, repair, and maintenance projects.
- Collaborate with service engineers, suppliers, and project teams to gather necessary data for labour, materials, and equipment.
- Provide cost analysis, identify potential risks, and recommend cost-saving strategies while maintaining quality standards.
- Ensure estimates are competitive, considering market trends, materials, and labour costs specific to the automated door industry in the UK.

- Maintain and update estimation databases with historical pricing data for automated door systems, ensuring accuracy and consistency.

Requirements/Qualifications

- Proven experience in cost estimating, particularly within related building services industry or ideally the automatic door industry.
- Familiarity with UK regulations, standards (e.g., BS EN 16005), and best practices in automated door systems.
- Strong ability to interpret technical drawings, site plans, and project specifications.
- Excellent communication and negotiation skills, with a client-focused, solution-oriented mindset.
- Proficiency in estimation software, as well as CRM or database tracking tools.
- Ability to work independently, managing multiple projects and deadlines, with strong attention to detail.
- Prior experience in customer service or business development, specifically in automated door systems or a related field.

Benefits of Working at Record

If you are successful, you will join a forward-thinking organisation that is always striving to do better, adopting an empowering working environment that allows you the opportunity to grow and develop in your role and beyond.

As a Real Living Wage employer, you can expect to receive the following benefits when you work at Record UK:

- Life assurance scheme.
- Enhanced sick pay.
- Annual salary review scheme.
- Hybrid working scheme.
- Christmas shut down period with an ex-gratia half day on Christmas Eve.
- Access to an online employee benefits portal.
- Access to an extensive online training portal.
- Access to an Employee Assistance Program.
- Bi-weekly fresh fruit delivery to head office.
- Onsite tea & coffee making facilities.

Additional Information

- Hours: 40 hours per week
- Holidays: 33 days per year

- Equal opportunities: We follow an equal opportunities policy
- Salary: DOE
- Location: Blantyre, Scotland
- To apply send your CV and covering letter to recruitment@recorduk.co.uk with subject heading "Service Quote & Sales Coordinator".

