



Sales Assistant (Turkey Office)

Be part of something special. Join Vanden.

At Vanden, we're passionate about transforming waste into a valuable commodity. Our mission: **"Vanden make recycling part of the supply chain, to optimise the use of plastics. We add value and educate our team and customers as we go."**

And since we started on our journey, back in 2005, we've developed a worldwide presence, serving hundreds of customers in over 20 countries. And we've grown a strong, capable team of colleagues who are dedicated and loyal.

We are headquartered in Hong Kong with operations and representation in Australia, Finland, Ireland, Turkey & UK. We operate a recycling facility based in UK in Whittlesey (PE7 2EX), which opened in March 2017, specialises in the collection of a variety of plastic and polymer processing and manufacturing industrial waste across the UK.

Our Values:

Living the Vanden Values is a key part of our culture. Our Values were created by the people in the business. Over a 6-month period in early 2018 we brought all our teams together to determine what it meant to be part of Vanden. Through a combination of telling stories of colleagues in action and establishing the type of environment we want to create, our 6x core values were born!

These are an important part of understanding if Vanden is right for you! Please take a look on the last page for a full description.

Application Process

To apply, you are required to produce a CV and Personal Statement. These need to be tailored to the job description and person specification and show how you reflect the technical and behavioural requirements.

The selection process:

Successful candidates will be invited to attend a multi-phase assessment that includes:

Step 1: Telephone Interview 1 (30-60 mins)

Step 2: Telephone Interview 2 (90-120 mins)

Step 3: Interview 3 (60-90 mins)

Step 4: Reference Checks

Step 5: Competency tests (60-90mins)

Step 6: Interview 4 (30-60 mins)

Expected timeline to complete is 4-6 weeks depending on candidate availability

Job Summary

The Sales Assistant will be dedicated to support the Turkey office on routine administrative tasks. Sending offers to potential buyers on a daily basis, arranging samples and cargos for customers and suppliers, conducting research and cold calling to generate new customers.

Skilled at research, time management and good at communication. Working closely alongside an experienced team, they will take an 'on-the-job' approach to learning the role, benefitting from the wealth of experience available. With a natural drive to achieve and excel, they will exhibit a commercially focused mindset in order to exceed targets.

Our ideal candidate will be flexible in approach and mindset. They will thrive in a fast-moving environment that involves communicating with colleagues across the world, managing dynamic market conditions (exchange rates, material prices, shipping rates & import regulations) and react quickly to changing priorities without being flustered.

An excellent communicator, they will demonstrate an optimistic and persistent approach, successfully applying working methods to build engagement with each potential customer. Not willing to settle for second best, they will take an analytical approach to their work and see challenges as an opportunity to learn. This role is suited to an ambitious individual who is motivated, and goal driven.

With no fear of failure, you will appreciate being performance measured and use this information to hone your future strategies and tactics. We expect adherence to our processes and procedures, be able to take direction and to complete administrative work with good competence.

This role is suited to an ambitious individual who is driven and disciplined.

Essential Duties & Responsibilities

Business Development & Delivery:

- > Generate and qualify leads for the Turkey team to develop new customers. Ensuring multiple customers for each available product across the geographic region to provide consistency of trade in all market conditions
- > Actively seek out new sales opportunities through cold calling, networking, social media, attending conferences and trade fairs etc.
- > Organise the office cargos, sample sending both for customers and suppliers.

Reporting & Management:

- > Keep detailed logs in CRM of all activities constantly
- > Maintain accurate records of customer information in CRM, including material requirements
- > Use knowledge of competitors and market to develop Vanden's unique selling propositions
- > Consult with senior management to share business or market trends with a view to further extend market penetration and services
- > Contribute to developing standard operating procedures for sales and customer service to mitigate risk and ensure seamless workflow

Person Specification

(all criteria are essential unless otherwise indicated)

Knowledge (Education & Related Experience):

- > Experience in one of the following
 - Logistics
 - Call Center (B2C / B2B ONLY)
 - Cold Calling
 - Research Assistant / Analyst
 - Executive Assistant (Personal Assistant)
 - Sales Assistant
 - Sales Executive
 - Brand Ambassador
- > Experience of handling and overturning objections
- > Experience in commodities trading business is an advantage but not essential
- > Experience of using a CRM system to record accurate customer data

Skills & Abilities:

- > Multilingual (fluent English is a requirement)
- > Able to stand back and review data/information to see the 'big picture'
- > Able to anticipate opportunities and risks

- > Able to build rapport quickly with colleagues and customers
- > Able to effectively collaborate with colleagues to achieve results
- > Able to manage and respond quickly to changing/competing priorities
- > Highly organized, able to independently plan own time^[DE1]
- > Able to follow internal procedures (CRM, Admin etc.)
- > Able to present and clearly communicate information in speaking and writing
- > Able to ensure tasks are completed on time and to a high-standard
- > Able to use Excel, Outlook, Word and other MS Office products
- > Able to undertake effective internet research (not only Google)

General Attributes:

- > Willing to take ownership of the role and drive success
- > Persuasive with a 'can do' attitude, mindful of customer needs (also knows when to say "No")
- > Self-aware and reflective on successes and failures – seeks feedback
- > Empathetic towards others
- > Resilient approach – able to quickly overcome disappointment and failure
- > Not afraid to have challenging conversations
- > Willing to learn and follow internal processes, yet happy to suggest improvements
- > Professional and ethical in their approach
- > Understands that upfront effort prevents issues down the line
- > Committed to on-going personal and professional development
- > Values team above self

MISSION & VISION

MISSION:

- Vanden make recycling part of the supply chain to optimise the use of plastics. We add value and educate our team and customers as we go.

VISION:

- To be the company that creates the most value from plastic waste. Producing quality commodities and products or empowering others to do so.

VANDEN VALUES

Teamwork

- We pull together as one unit, not just with those in front of us, but with all of our colleagues spanning multiple continents and cultures. We seek honesty and excellence to bring out the best in each other and do so without ego. Our collective knowledge and willingness to question is our superpower.

Add Value

- In absolutely everything we do. We add value to our people, customers and product through constant education and optimisation. Vanden exceeds expectations in the Service of our customers, using each encounter as an opportunity to sharpen our skills and add more value than anyone else. When in doubt, we ask ourselves – “Am I adding value?”

Growth

- Challenge ourselves and each other to learn new things and improve our skills. Be curious and industrious to redefine the boundaries of our knowledge, service and market. We're proud of our battle scars as our failures will always be the greatest opportunity for growth.

Ownership

- Never afraid to get our hands dirty! We take pride in exercising absolute ownership over the outcome of every task or challenge. We appreciate the power of forming a plan before taking action and jump at the opportunity to take the bull by the horns when we do.

Enjoy The Ride

- It only happens once! We can't always be serious and limit ourselves to be “business as usual”, so we encourage everyone to put their personalities into everything they do.

Gratefulness

- Live everyday with an attitude of gratitude!