

## Job Description

Job title	Windows & Door Estimator
Employee Name	TBC
Reports to	Windows Department Manager
Line Reports	N/A
Permanent/Temporary /Fixed Term Contract	Permanent
Business Area & Department	Green Building Store – Windows Department
Base Location	Huddersfield
Date	April 2022

### Job purpose

The role of the Windows and Door Estimator is to advise our customers with the most appropriate products according to the specifications for their project. This involves discussing details around the energy efficiency, budget availability, installation methods and product specifications.

### Key responsibilities

- Handling new enquiries for windows and doors by telephone and email
- Gaining an understanding of the client's requirements and exploring appropriate options.
- Finalising client's window and door specification requirements to generate accurate and clear quotations.
- Producing accurate quotations and update with amendments as required.
- Maintaining customer records.
- Ensuring great customer service and represents a professional image for the company.
- Working in a team to support the department to ensure all tasks are undertaken in a timely manner.

### Authority for making decisions

What decision making authority does this position hold and the type of decisions this role can make?

Not applicable

### Internal relationships

Contact job title	Area/Department
Managing Director	Consult, seek approval
Business Unit Leader	Consult, seek approval
GBS Group Team	Consult, seek approval

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## External relationships

External contact details	Nature of the external relationship
Customers	Advise, Consult
Suppliers/Contractors	Advise, Consult

## Education & qualifications

Desirable	Essential
<ul style="list-style-type: none"> <li>Education demonstrating your numeracy, literacy and technical aptitude, e.g. A 'levels, HNC or degree or equivalent relevant construction qualification.</li> </ul>	<ul style="list-style-type: none"> <li>3 O'Levels / GCSEs including Maths and English</li> </ul>

## Work experience

Desirable	Essential
<ul style="list-style-type: none"> <li>Interest in energy efficient buildings</li> <li>Experience of window and door estimation or a similar technical estimating role.</li> <li>CAD skills</li> </ul>	

Technical competencies
Good level of computer literacy and strong aptitude to learn new software.
Experience of reading drawings in PDF or CAD software.
Experience of communicating with building professionals and clients.

Behavioural competencies
<ul style="list-style-type: none"> <li>Ability to build strong relationships in a professional and friendly manner</li> <li>Highly organised and pays close attention to detail</li> <li>Excellent verbal and written communication skills</li> <li>Can multi-task and work to deadlines as needed</li> <li>Demonstrates a willingness to work with others as a team player</li> <li>Ability to work effectively with limited supervision after initial training period</li> <li>Maintain professionalism at all times</li> <li>Able to deal with problems in a calm manner</li> </ul>

Line Manager	Employee
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Name	Name
Date	Date