

JOB OPPORTUNITY - PERCUSSION DIVISION

Title: Sales & Customer Service Executive - Percussion Division (Zildjian, Tama, Aquarian)

Location: West Midlands, UK

Hours: Full time, Monday-Friday 9am-5pm

The Role

Headstock Group is recruiting to expand the team in its Percussion Division, the exclusive UK & Ireland distributors for Zildjian, Tama and Aquarian. As a primary point of contact for dealers and consumers, the role is ideally suited for a drummer with enthusiasm, product knowledge and excellent communication and organisational skills.

Key Duties

- Customer Service - Percussion Division
 - Provide excellent customer service to our B2B customer network.
 - Respond quickly and accurately to enquiries for stock and delivery information.
 - Be a primary point of contact for end-user and dealer service and spares enquiries.
- Telesales - Percussion Division
 - Be a primary point of contact for 'Headstock Select' dealers, developing a positive rapport with customers.
 - Keep 'Headstock Select' customers informed of catalogue updates and sales promotions for percussion products.
 - Reach quarterly telesales targets per brand to 'Headstock Select' customers.
- Sales Administration - Percussion Division
 - Operate order entry systems & liaise with warehouse activities to ensure accurate and timely deliveries.
 - Monitor orderbook to maintain accurate backorder information.
 - Create and maintain product information within Company integrated software.
- Team Collaboration - Percussion Division
 - Assist Key Account Managers with order scheduling, stock data, delivery and despatch information and day-to-day queries.
 - Liaise with buyer regarding inventory requirements and inventory data.
 - Contribute effectively to regular team meetings.
- Marketing Support - Percussion Division
 - Assist with the creation of high-quality presentation resources in sync with sales plans or marketing campaigns.
 - Collaborate with the team to plan product presentations, campaigns and the release of product marketing materials.
 - Attend brand marketing events where required.

Requirements

- Excellent interpersonal skills.
- The ability to build positive professional relationships at all levels.
- A background in drumming with a good knowledge of percussion products.
- A high level of attention to detail and the ability to manage time effectively.
- Strong written communication skills.
- Strong IT literacy to include MS Office.
- Maths and English qualifications to a minimum of Grade C at GCSE level or equivalent.
- The ability to commute to the office on a daily basis.



Headstock Group

OUR MISSION STATEMENT

Driven by a passion for music-making and sound since 1967, the Headstock Group prides itself on a portfolio of outstanding products. Whether for our beloved in-house brands Laney Amplification and HH Electronics, or as proud distribution partner for industry-leading and illustrious MI brands, we bring the motivation, experience, and creativity to thrive in this very special industry.

OUR VISION STATEMENT

The Headstock Group vision is to fulfil potential; for both the brands we own and for those we represent (but care for as our own). Whether an established, leading product or a new idea, we undertake to understand, invest in, and add value to the process of reaching and exciting the market. We seek growth year by year by reaching more customers with a diverse array of sound and music products.

OUR CORE VALUES

A second-generation, family-owned, family-led business, we set ourselves high performance standards every day, but measure true performance in decades. We form long-standing business partnerships, hold an exceptional staff-retention record and value each team member and brand ambassador as a part of the extended Company family.

A love for sound and music-making products makes Headstock Group a natural home for experts in their field and our close-knit community has an abiding passion for the music in our lives. A designer and maker for our own brands, yet also a distributor of others', we have an empathy at both sides of the table. We work hard to develop the supply chain, checking each step adds value, and most importantly we ensure our products can be found by their target customer.

A role at Headstock Group is one in which enthusiasm, humour, creativity, opinion, and trust are encouraged. We create a safe and positive working environment where all team members are treated with respect and confidence.

James Laney, CEO

Headstock Group is an equal opportunity employer and individuals seeking employment are considered without regards to race, colour, religion, national origin, age, sex, marital status, physical and mental disability, gender identity, sexual orientation, or any other characteristic protected by law.

Application

Please apply with a CV and covering letter to jobs@headstockgroup.com . Interviews will be held ASAP and may include a skills assessment.

Please note this role is based full-time at the Headstock Group headquarters in Halesowen, West Midlands, UK. As such candidates unable to commute daily cannot be considered.