



**Engineering Doors.
Opening Futures.**

The Market Leader in Special Purpose Door Systems

At Clark Door, we believe that great work deserves great rewards. That's why we've designed a benefits package that supports your well-being, growth, and happiness; both inside and outside of work.



Why Work With Us?

Career Development – Grow with us through structured training, development pathways, and clear career progression opportunities.

Generous Annual Leave – Enjoy 33 days of annual leave, inclusive of bank holidays, to rest and recharge.

Birthday Off – Celebrate your special day with an extra day off, no annual leave required.



Loyalty Reward Scheme – Earn an additional day of annual leave after 3 and 5 years of continuous service, recognising your dedication.

Life Assurance – Peace of mind with life cover at 4x your basic salary.

Holiday Flexibility – Access our holiday purchase scheme to tailor your leave to your lifestyle.

Financial Benefits – Company pension contributions and employee discounts to support your financial wellbeing.

Family-Friendly Policies – Enhanced maternity and paternity leave designed to support you through life's big moments.

Health & Wellbeing – Stay active with our cycle-to-work scheme and benefit from additional store discounts.

Sick Pay Support – Company-funded sick pay provides security when you need it most.

Be Kind Day - two working day's paid leave per year to undertake volunteer work with a registered charity.

www.clarkdoor.com/careers

Service Sales Executive

Responsible To: Head of Business Development

Location: Remote / Hybrid (Ideally Central UK)

Salary: up to £45,000, with 'OTE of up to £57,000'; company car

Overall Job Purpose

Achieve sales growth through developing a customer prospect pipeline focusing on winning new maintenance contracts in the service division, with additional responsibility for selling replacement door solutions when required. The role is home based with national travel when required to suit the needs of the customer and business.

Behaviours

As a company, we set high standards of performance and ethical behaviours. The following corporate behaviours underpin the working environment and assist us in delivering our vision:

- Working with integrity
- Being commercially astute
- Partnering people and change
- Driven to make a difference
- Accountable for actions
- Courageous leadership
- Environmentally responsible

Key Responsibilities

- Manage the portfolio of Clark Door service contract opportunities through maintaining good working relationships with existing customers and developing new ones.
- Serve as primary contact for timely resolution of customer needs surrounding service inquiries
- Develop new service customers utilising the new installation database.
- Develop and maintain long-term relationships with accounts, arrange regular meetings/visits and
- ensure that delivery of products and services meets the client's expectations.
- Develop your own sales strategy to achieve sales targets
- Use Clark Door CRM sales tools to effectively track opportunities, pipeline, and forecast service contract sales results.
- Conduct service contract sales negotiations and close deals
- Act as the point of contact for assigned customers, managing contractual obligations and ensuring technical issues are resolved by providing information, escalating to technical experts or arranging support visits.
- Identify opportunities to grow business with existing clients
- Collaborates with other departments including new door enquiries passed to sales department.

Other Responsibilities

Health and Safety

The post holder is required to carry out the duties in accordance with the Company's Health and Safety policies and procedures.

Diversity

The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all staff.

Quality

To support in striving to create a client service culture with total commitment to quality.

Other Duties

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be mutually agreed with the post holder.

How To Apply

At Clark Door, we are committed to attracting talented individuals who share our dedication to quality, innovation, and excellence. To ensure your application is processed efficiently, please follow the instructions below:

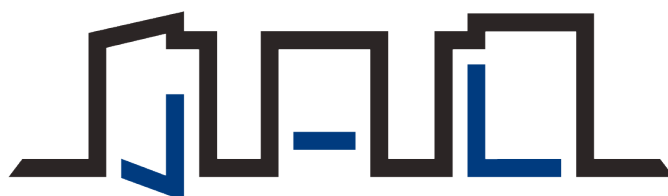
Please include the following documents:

- Your CV – highlighting your skills, experience, and achievements.
- A cover letter – outlining your interest in the role and why you believe you are a strong fit for Clark Door.

Submit your application to: careers@clarkdoor.com

To help us direct your application correctly, you must include the job title you are applying for in the subject line of your email.

Example: "Application – [Job Title]"



Person Specification

All criteria detailed below are essential, unless stated as “D” (desirable).

Criteria	Competency
Education and Qualifications	<ul style="list-style-type: none">• Technical qualification in an engineering subject (Mechanical or Electrical) to minimum HNC level (D)• Qualification in Managing Health & Safety: IOSH or NEBOSH (D)• Certificate or Diploma in Industrial Door Safety from the Door & Hardware Federation (DHF) (D)
Experience, Knowledge and Understanding	<ul style="list-style-type: none">• In depth knowledge and competence in industrial and specialist door or similar service industry.• Minimum 3 years' experience in a similar service sales/accounts management role.• Show Knowledgeable and confidence in dealing with colleagues to ensure they are following correct procedures.• Good knowledge and understanding of Service customer concepts and use of relationship database (Siclops or equivalent).• Understanding and achieving Key Performance Indicators.
Skills	<ul style="list-style-type: none">• Strong planning and organisational skills.• Strong commercial awareness and ability to manage situations and customers' expectations to achieve win-win outcomes.• Technical knowledge of company products and those of other manufacturers (D).• Ability to co-ordinate with Service supervisors, managers, customers and engineers.• Strong people and communication skills with team members and customers.
Personal Qualities and Commitment	<ul style="list-style-type: none">• Hard-working and motivated.• A natural team player.• Meticulous, with an eye for detail.• Resilient and calm under pressure.• Professional and customer-focussed.• Committed to identifying and driving continuous improvement initiatives within the Service department.
Other Factors	<ul style="list-style-type: none">• Flexible and adaptable approach to working hours and job tasks as required.• Right to work in the UK.• Driving license and ability to travel across customer sites.





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SPECIAL PURPOSE DOOR SYSTEMS**

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