



Quotations Writer - Service

Job description



Do the
right thing



Be the
difference



Love our
customers



Never
settle



Look
forward

Role Profile

Job Title

Quotations Writer - Service

Division

Sales

Reporting to

Stuart Ginger – Divisional Sales Manager (Service)

Location

Scarborough / Hybrid working

The role

The Quotations Writer position is a key role in delivering against client needs and expectations, whilst contributing to the overall success of the business by delivering against key targets. You will be required use your knowledge of our systems, supply chain, and a base technical understanding, to display effective workload management against a range of key metrics and to produce quotations that are both technically and commercially accurate.

What good looks like

- **Communication:** You'll be able to communicate with internal and external stakeholders in a clear and concise manner.
- **Self-starter:** You'll have the ability to manage your own workload, prioritising according to both customer and business needs.
- **Seamless:** You'll provide high quality solutions to our customers.
- **Specialist:** Whilst a knowledge of stand by power systems is preferred, it is not essential as full training will be given. Requires a strong work ethic and eagerness to learn.
- **Collaborative:** You'll provide advice and support to your colleagues, input into other work, but also be able to work independently to get the job done.

What you'll do

- Take ownership of assigned workload, to review and complete according to risk / priority / client and internal SLA's & KPI's in a timely manner.
- Work with our internal colleagues, external technical resource, extended supply chain and sub-contractor base to identify solutions, source parts and services, and produce quotations to meet our customer's requirements.
- Communicate effectively across all channels within the business to manage both internal stakeholder and client expectations.

- Create detailed technical solutions to meet our client's needs, showing a clear process flow to aid our engineering teams in the delivery of their work.
- Provide support to other quotations functions within the business based on workload and business need.
- Identify areas for improvement and work with the relevant stakeholders to implement positive change.

Building careers

We want all our colleagues to grow and build careers with Dale.
We invest in our people for the future.

Many of our team members have been with us for over 30 years and some of our management team began their careers as apprentices. As we have grown so too have, they and that knowledge is passed down as our team develops and evolves.

No two days are the same and variety is a key part of life for our team at Dale. There's always an opportunity to learn new skills and progress your career. We want to be a great place to work that is diverse and inclusive which is why we focus on supporting people and their development.

Teamwork is where it starts

As a solutions business, teamwork is our bedrock. From our design and project management teams to the engineering team and customer service, all our teams work together to not only deliver the best customer experience possible but to support their colleagues both day-to-day and with their long-term career aspirations.

Our values



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Our values are the guiding principles that define how we do things here at Dale. We look for colleagues to share these values when joining the team.

Do the right thing

It's what we do when no one else is looking that defines us. For us, doing the right thing means being accountable for our actions and giving the highest level of attention, respect and consideration to everyone, all of the time.

We want Dale Power to be good to work both with and for. By always doing what's best for our customers, our colleagues and our company, we will build even greater trust and confidence in our brand. And it'll make us even better people to do business with. This also means being commercial – we won't over engineer and will strive to deliver the right solutions for the right price

Be the difference

The knowledge, skill and experience our people have make us unique. And we believe that every individual has within them the ability to lead by example, inspire those around them and be the difference between ordinary and excellent.

Whilst we are a collective of exceptional talents, we believe that our potential is greater than the sum of our individual skills. By taking responsibility the quality of our own work and pride in what we deliver as a team, we build not just better products, but a better business. For all of us.

Love our customers

We recognise that our customers trust their hard-earned budgets in our ability to help protect their business. In return, it's our duty to repay this trust by making their needs our priority. That's why every decision we make - and every outcome we measure - must be grounded in how well we serve our customers.

Keeping customers happy is the key to our success now and in the future - so we must show them how much they matter to us. Put simply: if we love our customers as much as we can, they will love us back.

Never settle

We're driven by trying to find solutions to what's in front of us. We are passionate and courageous in our decision making and restless in our pursuit of solving our customers problems. That means setting high standards, being sticklers for quality – and never settling for 'good enough'.

If you need inspiration to go above and beyond, look around you. We work with brilliant people who do exceptional things every day. And that, in itself, is an excellent thing.

Look forward

We've been around for a long time. We've seen and learned so much, and our experiences give us a unique pedigree. Our rich heritage gives us stability. But the future brings us new opportunities.

As the world strives towards net zero and organisations seek to secure their energy supplies, the curiosity that comes from always asking 'what's possible' means we are well placed to support our customers as they seek partners to help in managing their changing energy needs.

And that's a challenge we look forward to.