

Sales Coordinator

 **Location:** Livingston, West Lothian

 **Hours:** Monday–Friday, 8:30am–4:30pm

 **Job Type:** Full-Time | Permanent

 **Salary:** £35,000 basic salary + uncapped performance bonus (*OTE £45,000–£55,000+ depending on performance*)

Build Your Career with Taylor Roofs

Taylor Roofs is one of Scotland's leading roofing specialists, proudly serving homeowners across Scotland.

Our vision is simple:

To become Scotland's largest, most trusted and reliable roofing company for homeowners.

We're building far more than a roofing company—we're building a business where great people can build long-term careers, develop their skills, take ownership and make a real difference to our customers.

If you're ambitious, hardworking and want to be part of a business with exciting growth plans, we'd love to hear from you.

Why Join Taylor Roofs?

At Taylor Roofs, we believe our people are our greatest asset.

When you join our team, you'll become part of an ambitious business that genuinely invests in its people and rewards those who help us grow.

This isn't just another job.

It's an opportunity to build a long-term career.

What We Offer

- £35,000 basic salary plus uncapped performance-related bonus.
- Company pension.
- 28 days annual leave (including bank holidays).
- 1 bonus holiday for your Birthday
- Ongoing sales, technical roofing and personal development training.
- Genuine opportunities to progress into senior sales, management and leadership positions.
- Supportive, ambitious and high-performing team.

- Free on-site parking.
 - Company events and employee recognition inc. Annual team Away Day
 - Branded uniform.
 - Modern office environment with refreshments provided.
 - The opportunity to play a key role in one of Scotland's leading roofing companies.
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Our Values

Everything we do is built around five core values.

Hard Work

We believe success is earned through commitment, effort and consistently doing the right things.

Trust

We build trust by doing exactly what we say we'll do—for our customers and each other.

Growth

We never stop learning, improving and challenging ourselves to become better.

Giving Back

We believe successful businesses should positively impact our people, our customers and our communities.

Reputation

Every conversation, every appointment and every completed roof contributes to the reputation we've spent years building.

The Opportunity

As our Sales Coordinator, you'll own the customer journey from the very first enquiry through to completion.

This is much more than an administration role.

You'll play a key part in delivering our **Taylor Made Experience**, ensuring every customer receives outstanding service while helping maximise every sales opportunity.

Working closely with our Surveyors, Sales Team and Operations Team, you'll help homeowners feel informed, confident and looked after throughout every stage of their journey with Taylor Roofs.

Key Responsibilities

- Handle incoming enquiries and book appointments for our Surveying Team.
 - Build strong relationships with homeowners from their very first contact.
 - Follow up quotations confidently and professionally.
 - Maximise enquiry conversion and labour sales opportunities.
 - Guide customers through the sales journey with exceptional communication.
 - Develop a strong understanding of roofing systems, products and installation methods (*full technical training provided*).
 - Maintain accurate records using our CRM system (*experience using BigChange or a similar CRM system would be advantageous*).
 - Work closely with our Sales and Operations teams to deliver our **Taylor Made Experience**.
 - Produce sales reports and monitor pipeline performance.
 - Deliver exceptional customer service at every stage of the customer journey.
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About You

We're looking for someone who:

- Loves speaking with people and building relationships.
 - Is motivated by targets and achieving results.
 - Has excellent communication and interpersonal skills.
 - Is organised and able to manage multiple priorities.
 - Takes ownership, shows initiative and solves problems.
 - Wants to continually learn and improve.
 - Is willing to develop strong technical roofing knowledge.
 - Has previous experience in sales, customer service or sales support.
 - Shares our values and takes pride in delivering outstanding customer experiences.
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What Success Looks Like

You'll take ownership of key performance indicators including:

- Enquiry-to-survey conversion.
- Survey booking performance.
- Quotation follow-up completion.
- Labour sales generated.

- Overall conversion rate.
 - CRM accuracy.
 - Customer satisfaction.
 - Positive customer reviews.
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Why This Role Matters

Every homeowner's experience with Taylor Roofs begins with someone like you.

The impression you create, the advice you provide and the care you show all help build trust with our customers and protect the reputation we've worked hard to earn.

You'll play a vital role in delivering our **Taylor Made Experience** while helping us achieve our vision of becoming **Scotland's largest, most trusted and reliable roofing company for homeowners.**

Ready to Join Us?

If you're looking for more than just another job—if you're looking to build a career with a company that's investing in its people and has ambitious plans for the future—we'd love to hear from you.

Apply today and help us become Scotland's largest, most trusted and reliable roofing company for homeowners.