

## Technical Sales Administrator – Work and Rescue

### The Company

Lyon Equipment Limited is proud to be an employee-owned company. We are located adjacent to the M6 at Tebay, between the Lake District and Yorkshire Dales National Parks.

Established in 1973, our mission is to provide equipment and expertise to allow people to 'venture further' within the work at height and rescue industries, cycle, outdoor and watersports markets around the World. In addition to distribution, we design and manufacture our own Lyon branded products and provide technical training for the work at height and rescue industries.

We are seeking to appoint a Technical Sales Administrator to join our Work & Rescue department at our office in Tebay, Cumbria.

As leaders in the rope access, work at height and rescue markets we provide both equipment and training in these sectors and are a founder member of IRATA (Industrial Rope Access Trade Association). Our products are often used in the following industries: renewables, offshore oil and gas, railway infrastructure, entertainment industry, adventure parks, rescue services and military.

### Reporting to the Work and Rescue Sales Manager, you will be responsible for:

- Answering and responding to incoming telephone calls and emails from existing and new customers and liaising with colleagues as appropriate, delivering an exemplary customer experience.
- Supporting our Technical Sales Representatives in managing accounts from the office.
- Helping to generate new accounts and new business leads from the office.
- Carrying out regular feedback communications with our customers.
- Responding to Work & Rescue accounts, B2B and B2C enquiries, including:
  - Receiving and processing customer orders.
  - Providing technical support.
  - General account and despatch enquiries.
  - Creating and following up on quotations for customers and prospective customers.
  - Advising on product selection to meet customer requirements.
  - Liaising with the Purchasing Department for customer non-standard product requests.
  - Obtaining international carriage quotations and lead-time estimates.
  - Creating pro-forma invoices for customers without credit accounts.
  - Handling new account enquiries efficiently.

### Required experience and attributes:

#### Essential

- Competent with Microsoft Office 365.
- Demonstrate excellent verbal and written communication skills.
- Be organised, with excellent attention to detail.
- Be self-motivated and happy to work as a team member.
- Be willing to undertake personal training and development.
- Have a 'can do' attitude.

#### Desirable

- Knowledge of the market sectors we serve.
- Knowledge of Health and Safety legislation relating to working at height.
- Knowledge of Personal Fall Protection Equipment.

### Hours of Work

The role will be full-time at 37.5 hours per week (8am-5pm Monday-Thursday and 8.30am-2pm Friday).

## **The benefits include**

- Commencing salary likely to be in the region of £25,000 to £27,000 per annum, dependent on experience.
- 30 days (or pro rata) holiday entitlement per annum including public holidays with loyalty increments (up to 5 extra days holiday or pro rata).
- Inclusion into our qualifying pension scheme.
- A friendly, contemporary and dynamic working environment with a strong focus on a good work/life balance.
- Upon successful completion of probationary period: invitation to join our healthcare scheme, generous trade and staff discount, free use of company loan kit (when available).

## **To apply**

An application pack can be downloaded from the employment section on our website [www.lyon.co.uk](http://www.lyon.co.uk). Alternatively, please contact our HR department on 015396 26317 / [hr@lyon.co.uk](mailto:hr@lyon.co.uk)

Please return your completed application form (and accompanying cv if you wish) to [hr@lyon.co.uk](mailto:hr@lyon.co.uk) or if returning by post to:

HR Manager  
Lyon Equipment Limited  
Units 3–7 Tebay Business Park  
Old Tebay  
Penrith  
CA10 3SS

**Closing date for applications:** 12noon on Friday 9<sup>th</sup> May 2025

**Interviews will take place week commencing:** Week commencing 19<sup>th</sup> May 2025