



Internal Sales Executive

About Materials Market

Materials Market is a managed marketplace for bulky construction materials. We're fixing a fragmented, opaque market where pricing is political and access is unequal — building a fairer, more transparent system where customers and suppliers trade on equal terms.

We make it simple to buy heavy, first-fix materials online: customers (DIY and trade) get competitive, market-informed prices and reliable delivery through a single platform, while suppliers keep control — choosing the orders that suit their branches, fleets and margins.

The opportunity

We're hiring an **Internal Sales Executive** to help convert inbound demand into accurate quotes, great service, and repeat customers.

Most leads come inbound via **phone, email and WhatsApp** from customers who've found us online. You'll also help look after our **bigger trade accounts**, ensuring they get consistent support and a high standard of service.

The role

This is a hands-on, commercially minded role at the heart of our day-to-day revenue. You'll be the person who responds fast, quotes accurately, and keeps customers moving from "can you price this?" to "paid and delivered".

You'll work closely with Operations and the wider team to make sure what we sell is deliverable, and that customers feel looked after end-to-end.

What you'll be doing

- Handling inbound enquiries from DIY and trade customers via phone/email/WhatsApp
- Building and sending quotes quickly, accurately, and professionally
- Advising customers on product selection and substitutions (where appropriate) with industry credibility
- Following up quotes to maximise conversion
- Managing order progression: clarifying specs, quantities, delivery constraints, and timelines
- Supporting and growing larger trade customers (repeat order management, responsiveness, service recovery if needed)
- Coordinating internally with Ops/supply to resolve pricing, availability, and delivery questions
- Feeding back common objections, pricing issues, and product gaps to improve our systems and offering

What we're looking for

Essential

- Solid experience in the construction materials world (e.g., merchant, distributor, builder's merchant counter sales, trade desk etc.)
- Comfortable quoting and selling over the phone (and writing clear, confident emails/WhatsApp messages)
- Strong product/common-sense understanding — you know what customers mean even when they describe things imperfectly
- Organised and responsive: you can manage multiple live quotes/orders without dropping the ball
- Commercial judgement: you understand margin, urgency, and what "good service" actually means
- A calm, pragmatic approach when things go wrong — you focus on solutions

Nice to have

- Experience working with online leads (inbound) and/or high-volume quote workflows
- Familiarity with CRMs, order systems, or quoting tools
- Experience supporting trade accounts and repeat customers

What success looks like

- Faster quote turnaround times and better quote-to-order conversion
- Customers who come back because the service is sharp, reliable and human
- Fewer avoidable issues caused by unclear specs or missed details
- Stronger relationships with our higher-value trade customers

Why Materials Market

- A fast-growing business at an inflection point — you'll have real ownership and visibility
- A product customers genuinely need, in an industry that still runs on relationships and opacity
- A practical, no-nonsense team that values competence, pace, and good judgement

How to apply

Apply via LinkedIn with a CV, and a short note on:

1. Your construction materials experience
2. The type of products/customers you've worked with (DIY, trade, civils, etc.)