

# Staff Case Study

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**Name:** Phillip Clare

**Job Role:** Sales Representative

**Where:** Chichester

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*Phillip has worked for Covers for more than 16 years. He joined the company with no understanding of building materials or the industry, working initially on the trade counter. Following a move to a yard role, which involved picking customer orders and loading lorries, Phillip gained further experience working with nearly every department in the business, which led him to take part in the company's trainee management programme. After progressing to Trainee Manager, he has since gone on to forge a successful career in the business as a Sales Representative at Chichester.*

## **What does your job involve?**

My time is spent taking care of a variety of customer accounts. I have around 130 to look after ranging from small independent builders to large companies. It's my job to make sure their requirements are being met and they are provided with the best possible service and products for their projects.

I speak with and meet customers regularly. This might involve talking to them about a new product that's available, answering technical questions, helping them to source the right items for the job or solving any issues that may arise. It's important I have a good understanding of the product portfolio across the business so I can speak knowledgeably and confidently about anything a customer might ask me. This means I am in constant touch with our different departments so I can keep abreast of new products that are being stocked or services that are being offered.

It's a great job and I love meeting people and ensuring they are looked after. No two days are the same.

## **Why do you love working at Covers?**

There's so much job diversity at Covers and plenty of chances to learn new and different skills. When I think back to when I first started, I knew absolutely nothing. I didn't even know what an inch was! The training has been excellent and it means there is always an opportunity to work for another department, or to learn a new role. The ever-evolving product range also means it keeps the job fresh.

The thing I love most about my job is seeing the results of my customers' hard work. I get to look around some really interesting projects that most people will not have access to. It's really rewarding when I see something and I know I helped to make it happen.



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