

International Account Executive

DEPARTMENT: INTERNATIONAL SALES

ABOUT THE ROLE:

This exciting opportunity will be based at our site in Chard, in the heart of South Somerset. The International Account Executive will be responsible for building and maintaining superior working relationships with customers and internal stakeholders.

Working within the International Sales team you will assist with customer queries, documentation requirements, pricing, order status and shipping details using a variety of communication methods. You will interact directly to provide a high-quality service, whilst supporting revenue through increased sales. You will provide technical advice and guidance to customers, ensuring records are kept up to date and administrative processes work effectively.

Tasks will include prioritising with minimal supervision and undertaking sometimes difficult procedures that support continuous improvement.

RESPONSIBILITIES:

- Be responsible for excellence in order co-ordination support for Numatic products, by maintaining effective customer relationships, identifying customer need and maximising opportunities.
- Be results driven with a strong emphasis on monitoring performance and success.
- Provide insight to junior & middle management on customer needs, helping shape the future of the business.
- Work closely within the team to oversee the transactions of Numatic subsidiaries and other distributors.
- Support the International Business Development Manager on business improvement projects.
- Use influence and show initiative to resolve sometimes difficult customer issues.
- Embrace product knowledge, keep up to date with product development to provide efficient customer response.
- Provide a focused and professional service when providing quotations and assisting with queries.
- Submit Product Lifecycle Management (PLM) requests for new products, reactivation of part numbers and show equipment regulations.
- Create and present management reports.
- Implement all service-related changes to processes within the department in a positive, supportive manner.
- Develop open collaborative working relationships and communication excellence in line with Numatic values.

ABOUT YOU:

- Specialised knowledge, A level or relevant work experience (NVQ Level 3).
- Demonstratable experience of successfully working in an international distribution environment, with strong organisational skills.
- Commercial & customer relationship experience, able to deal with difficult customer service demands.
- Demonstratable experience showing ability to follow verbal & written instruction & comprehend written material.
- Ability to work under pressure, be results driven, innovative, confident with strong interpersonal skills.
- Excellent communication skills.
- Strong IT skills, including Word, Outlook, Excel, and PowerPoint.
- Desirable; Previous experience of ERP systems, Oracle, and PLM system; Fusion
- Ability to manage own workload

Closing Date: 28/07/2022

SALARY: £28,500 - £30,000 p.a DOE

How to apply: Please send your CV and Covering Letter to jobs@numatic.co.uk