

Job Title		
Department: Commercial	Company: AESSEAL plc	Job Ref. No: CA/0125-944
Reporting to: Customer Service Manager	Location: Rotherham - Mill Close	
Job Holder's Name:	Signed:	Date:
Manager's Name: Amelia Wood	Signed:	Date:

Job Purpose

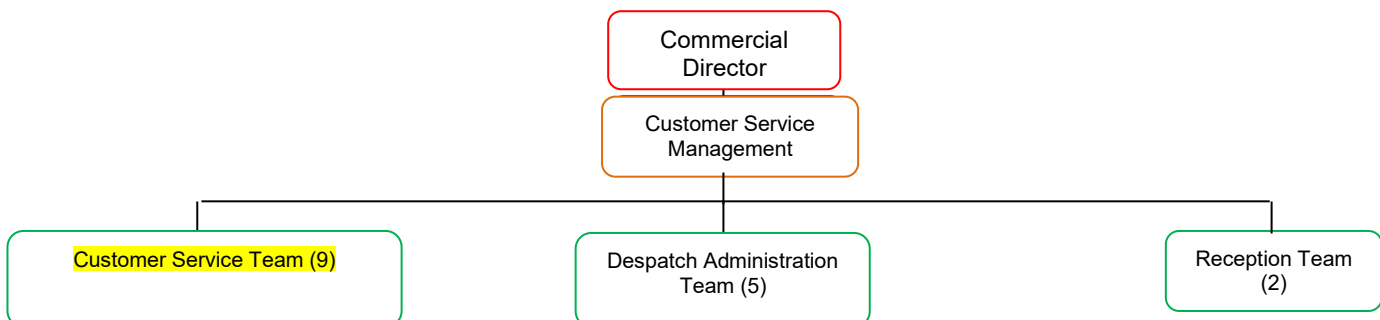
AESSEAL is one of the world's leading specialists in the design and manufacture of mechanical seals and support systems. Our vision is to be the world leading reliability company; our aim is to consistently exceed expectations; and our customer promise is simple: to give such exceptional service that they need never consider an alternative source of supply.

Working as part of a dedicated Customer Service Team the job holder will be responsible for the relationship management of a portfolio of global customers.

Job Dimensions

- Co-ordinate enquiries and orders with internal departments to ensure problem free customer experience
- Actively participate in ensuring company performance objectives are met, in particular those related to service levels
- Pro-actively seek to pre-empt, prevent and communicate issues to our global customers & colleagues
- Build strong working relationships with internal and external customers to ensure a positive customer service experience

Organisation Chart



Principal Accountabilities

- As a Commercial Administrator, ensure that all your customer orders and enquiries are actioned effectively and efficiently in line with AESSEAL Customer Service Standards and Sales Order/Contract Review Procedures.
- Deliver accurate reporting on order status and collect late order information
- Working with the engineering department, co-ordinate the quoting and processing of customer specific seals and support systems, relaying technical information and ensuring health and safety caveats are highlighted.
- Assist in the compilation of project bids for large end user and OEM customers such as refineries etc working with internal departments including technical, design, legal and business assurance.
- If problems arise, ensure that prompt and effective corrective action is taken to ensure a satisfactory conclusion is reached for all parties as soon as possible.
- Actively participate in training opportunities
- Support customer visits, including site tours and potential evening meals where appropriate.
- As part of the wider customer service team, provide support to the reception teams when required (ie. answering calls, covering reception).

N.B this list is not exhaustive, the job holder is required to carry out reasonable tasks within the level of skill and ability.

Skills, Knowledge and Experience

Criteria	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • NVQ Level 2 in Business Administration • Relevant BA/ BSc qualification • GCSEs (or equivalent) including English Language and Mathematics
Skills & Knowledge	<ul style="list-style-type: none"> • Excellent communicator both written and oral • Exceptional and professional telephone manner • Competent in the use of MS Office packages • Good problem solver 	<ul style="list-style-type: none"> • Competent in the use of SAP • Working knowledge of export • Presentation skills • Knowledge of reporting tools • Experience of working with a CRM tool

	<ul style="list-style-type: none"> Foreign language skills (Spanish, French or Italian) Excellent organisational skills. 	
Experience	<ul style="list-style-type: none"> Experience of working in an office environment Experience within a customer support role Experience of working under pressure and to tight deadlines 	<ul style="list-style-type: none"> Experience of working in a busy commercial environment Previous experience of working within an engineering/manufacturing environment
Character	<ul style="list-style-type: none"> Desire to provide exceptional customer service Eager to assist in the continuous improvement of the organisation Contribute to a happy working environment Ability to demonstrate self-motivation 	

AESSEAL plc, Mill Close, Rotherham, S60 1BZ

Email: careers@aes seal.co.uk

AESSEAL® overview

AESSEAL® is part of the AES Engineering Ltd Group, a global engineering and reliability leader with sales exceeding £283 million. We design and manufacture mechanical seals and seal support systems that keep industry moving, and our innovations are engineered to minimise environmental impact, helping customers cut waste, save energy and combat climate change.

We're proud of an exceptional reputation and an equally strong commitment to social responsibility.

Careers at AESSEAL® are built on opportunity. We develop talent from apprenticeships upwards, give people room to grow, take on responsibility and progress into management roles.

Explore our day-in-the-life videos to meet the teams and see what your next role could look like. Employees are encouraged to make a difference beyond the day job, working with schools to inspire future engineers and entrepreneurs, sponsoring GUTS events, and driving our mission to achieve global Net Zero.

Our culture of excellence is recognised with 16 King or Queen's Awards and numerous ISO certifications across quality, health and safety, environment, cybersecurity and more. With year-on-year sales and profit growth, and over £61 million invested in facilities and machinery, AESSEAL® offers the resources, stability and ambition that make it a uniquely rewarding place to work.



Our core values

Our Purpose is to give our customers such exceptional service that they need never consider alternative sources of supply.

- We pursue excellence in order to continuously improve.
- We promote, embrace and manage change.
- We champion honesty and fairness.
- We are committed to protecting the environment.
- We create an environment where we are happy at work.

Our vision is to become the leading global reliability business, delivering solutions to help industries save water, energy, cut pollution, and create a better world.

Our focus - to us, the customer really is king. It is our focus on customer service and quality that has seen us grow year on year since we were established in 1979. Today we have 69 businesses from 108 locations, serving over 100 countries, and employ a global network of sales engineers and technical support specialists.



The benefits

At AESSEAL[®], we recruit and develop the most talented individuals, whether that's in engineering, sales, service, or support roles.

Working collaboratively across our global operation, we are one 'family' community, where teamwork is encouraged and clarity, mutual respect, and understanding are key. If you would like to find out more about our current vacancies and apprenticeship schemes, please navigate using the careers menu.

What are the benefits to working for AESSEAL[®]?

- Pension Scheme including Salary Sacrifice
- Aspire to Retire Scheme
- Life Assurance
- Length of Service Scheme (5 years, 10 years, 15 years, 20 years, 25 years, 30 years and 35 years)
- Mindful Employer – Supporting Mental Health
- Cycle2Work Scheme
- EV Car Scheme – partnered with Octopus Energy
- BenefitHub – exclusive discounts, rewards and cashback
- STAR Awards - £250 Amazon Voucher
- Sporting Tickets
- Westfield Health cover at discounted rates
- Help@Hand – Employee Wellbeing and Mental Health
- AES Tree Walk
- Free On-Site Parking and EV Charging Facilities

