

Commercial Administrator

Candidate Brief

AESSEAL plc, Mill Close, Rotherham, S60 1BZ

Email: Careers@aes seal.co.uk



ENVIRONMENTAL TECHNOLOGY

AESSEAL[®] overview



AESSEAL[®] is part of the AES Engineering Ltd Group, a global engineering and reliability company with sales exceeding £265 million. We specialise in the design and manufacture of mechanical seals and seal support systems. Our innovative products are designed to minimise environmental impact, helping to combat climate change.

At AESSEAL[®], we take pride not only in our exceptional business reputation but also in our commitment to exceeding social responsibilities. We have a strong track record of developing talent within the organisation, providing apprentices and employees with opportunities to grow, take on additional responsibilities, and advance into management roles.

View our day in the life videos:

We actively encourage employee involvement in impactful initiatives, such as collaborating with schools to inspire the next generation of engineers and entrepreneurs, sponsoring GUTS events, and achieving global Net Zero. AESSEAL[®] is also a recipient of 15 Queen's Awards, plus numerous ISO certifications. The business has a track record of achieving year-on-year sales and profit growth and has invested millions of pounds in facilities and machinery which contribute to making AESSEAL[®] a unique 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 66 trading entities operating from 161 locations in over 100 countries, and employ a global network of sales engineers and technical support specialists..

C. J. Rea, Managing Director



The benefits



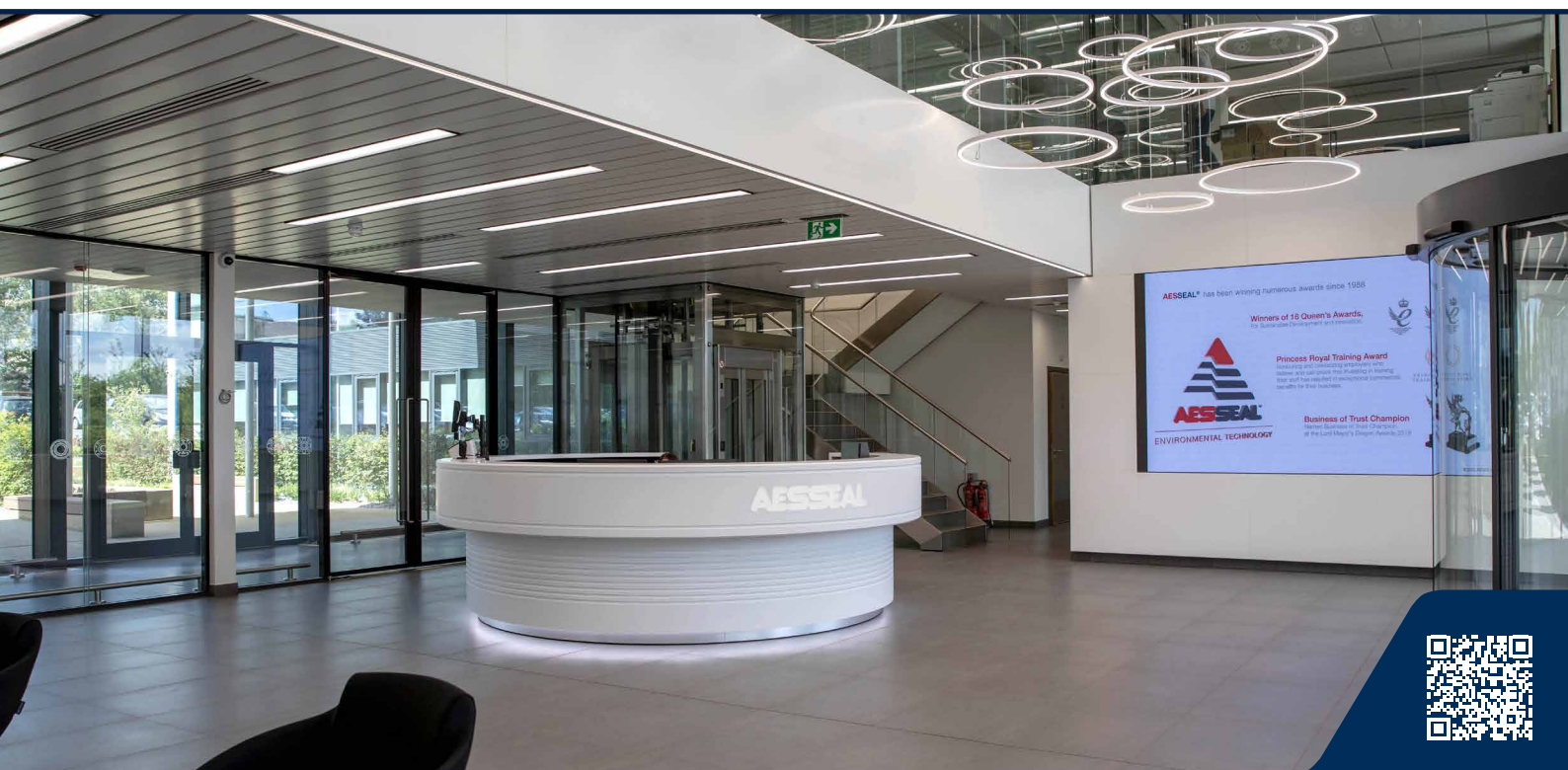
At AESSEAL®, we recruit and develop the most talented individuals, whether that's in engineering, sales, service, or support roles.

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 230 locations worldwide, supplying customers in 104 countries, and employ a global network of sales engineers and technical support specialists.

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



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

Commercial Administrator Role

Job Title: Commercial Administrator

Department: Commercial

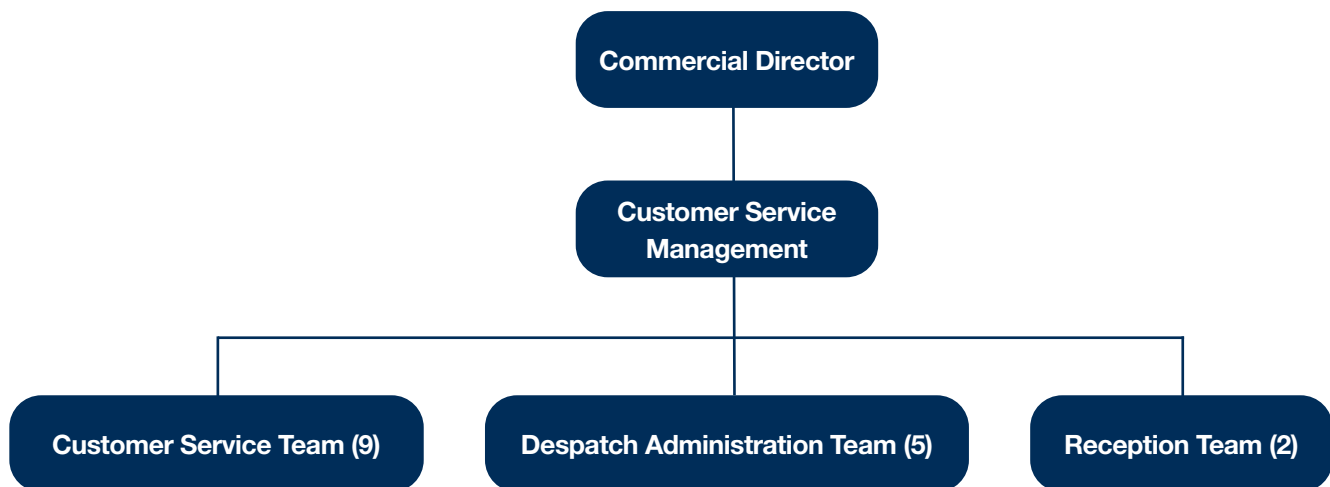
Location: Global Technology Centre, Mill Close, Bradmarsh Business Park, Rotherham, S60 1BZ

Organisation: AESSEAL plc

Reports to: Customer Service Manager

Has responsibility for: The relationship management of a portfolio of global customers.

Organisational Chart



Principle accountabilities

- A.** 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.
- B.** Deliver accurate reporting on order status and collect late order information.
- C.** 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.
- D.** 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.
- E.** 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.
- F.** Actively participate in training opportunities
- G.** Support customer visits, including site tours and potential evening meals where appropriate.
- H.** 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 their level of skill and ability.



Skills, knowledge and experience



Criteria	Essential	Desirable
Qualifications		NVQ Level 2 in Business Administration Relevant BA/ BSc qualification
Skills & Knowledge	Excellent communicator both written and oral Exceptional and professional telephone manner Competent in the use of MS Office packages Good problem solver Foreign language skills (Spanish, French or Italian) Excellent organisational skills.	Competent in the use of SAP Working knowledge of export Presentation skills Knowledge of reporting tools Experience of working with a CRM tool
Experience	Experience of working in an office environment Experience within a customer support role Experience of working under pressure and to tight deadlines	Experience of working in a busy commercial environment Previous experience of working within an engineering/manufacturing environment
Character	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	

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