



EXPERIENCE THE EXCEPTIONAL

Job Description / Person Specification

COMMERCIAL ADMINISTRATOR		
Department: Commercial	Company: AESSEAL plc	Job Ref No
Reporting to: Customer Service Manager	Location: Global Technology Centre, Mill Close, Bradmarsh Business Park, Rotherham, S60 1BZ	
Job Holder's Name:	Signed:	Date:
Manager's Name:	Signed:	Date:

1. Job Purpose

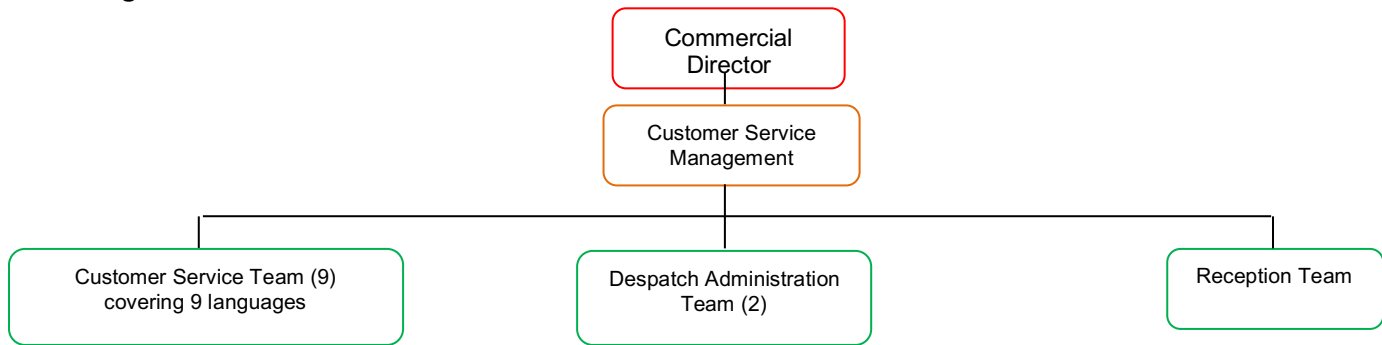
AESSEAL is one of the world's leading specialists in the design and manufacture of mechanical seals and support systems. Our vision is to be the world leading reliability company; our aim is to consistently exceed expectations; and our customer promise is simple: to give such exceptional service that 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.

2. Job Dimensions

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

3. Organisation Chart:



4. Principal Accountabilities

- As customer relationship manager, 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.
- 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 to develop product and process knowledge
- Support customer visits to head office including site tours and potential evening meals where appropriate.
- As part of the wider customer service team, provide support to despatch administration and reception teams when required.

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

5. Skills, Knowledge and Experience

Criteria	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> NVQ Level 2 in Business Administration Relevant BA/ BSc qualification
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 Foreign language skills (Spanish, French, Italian etc) Presentation skills Knowledge of reporting tools Experience of working with a CRM tool
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 	

	<ul style="list-style-type: none">• Contribute to a happy working environment• Ability to demonstrate self-motivation	
--	--	--