

## **SALES OFFICE MANAGER (Industrial & Offshore Sales) Job Description**

HYDAC Technology was founded in 1963 as an independent provider of hydraulic accessories including filtration, accumulators, valves, manifolds, coolers, and electronic sensors. Today we are an internationally established group with over 8000 employees, 50 branch offices and 500 trade and service partners worldwide.

Reporting to the Industrial Sales Manager, the Industrial & Offshore Sales Office Manager will ensure that all sales enquiries and orders are dealt with professionally, efficiently and in accordance with Company procedures, by managing and supporting the internal sales co-ordinators to perform their duties effectively. Ensuring that customer focus and customer service is paramount throughout every aspect of their day-to-day activities with respect to exceeding our customers' expectations.

The Industrial & Offshore Sales Office Manager will be directly responsible for supporting customers with complex needs/problems escalated by the sales co-ordinators.

### **Main duties:**

- Managing, supporting, and developing the industrial and offshore sales co-ordinator teams.
- Ensuring that all telephone and written queries are responded to promptly and professionally in accordance with any KPI's issued at the time.
- Ensuring that all sales orders are processed efficiently through the system in accordance with the Quality Manual procedures.
- Ensuring that stock is allocated to each order without duplication.
- Liaising with other departments to ensure that delivery deadlines are met and working together to resolve any problem areas that may affect "on time" despatch, i.e. credit, availability, returns etc.
- Supporting the engineers with feedback on customers or market information.
- In addition to overseeing the preparation and distribution of quotations in accordance with quality procedures, the Sales Office Manager will also be required to send customer quotations from time to time.
- Manage the preparation and distribution of despatch documentation to ensure on-time despatch.
- Liaison with product specialists and sales engineers, both in the UK and Germany, on matters relating to product specification and/or availability.
- Producing weekly reports summarising sales and quotations.
- Cover all duties of sales coordinator in their absence.
- Training, supporting, and developing new team members and imparting product and job knowledge to ensure the smooth running of the department.
- Ensuring that good time keeping is upheld by the internal sales co-ordination team and that the correct procedures are adhered to for time off and holidays.
- Ensuring that the allocation of customers is fairly proportioned between the co-ordinators so that they have sufficient time to deal with customers' requests.
- Responsible for the correct retention and disposal of documents in your described area, complying to the relevant law and in cooperation with the Finance Manager.
- Handling difficult or complex enquiries/customers escalated by the co-ordinators.
- Conducting performance review and feedback to individual team members.
- Implementing departmental objectives agreed with the Industrial Sales Manager.

- Reviewing commercial sales agreements in association with the Industrial Sales Manager to ensure terms and conditions are acceptable to the Company.
- Attend weekly production meetings in Plant 2 for the Offshore Department.
- Management may, from time to time, require you to carry out tasks in addition to your normal duties, provided these tasks are both reasonable and within your capabilities.

## **Essential Requirements:**

Educated to GCSE Level in English and Maths (or equivalent experience)

At least 2 years' experience of working in a sales office environment

Experience of dealing with customers via phone, e-mail and from time to time, in person

Experience of order processing

Experience of using SAP

Experience in E-commerce

Customer focused

## **Skills/Attributes:**

High level of accuracy and attention to detail

IT literate - MS Word, Excel, and Outlook (MS Office) & SAP

Excellent interpersonal skills

Good verbal and written communication skills

Ability to prioritise and manage own time

Ability to achieve deadlines

Flexible approach to work

Commitment to personal and team development

Mediation skills

Ability to resolve conflict

## **Desirable:**

Customer service or telephone sales training

Experience of supervising others

Experience of working within a technical environment

Experience of working with quality standards

Negotiation skills

Hydraulic & technical awareness/aptitude

## **Hours of Work:**

The Industrial & Offshore Sales Office Manager will work 08:30 to 17:00 Monday to Thursday, and 08:30 to 16:00 Fridays, 37.5 hours a week. Hybrid working available after training period.

## **Location:**

The role will be based at our UK headquarters in Witney, Oxfordshire.

If you are interested in applying for the above position, please forward a covering letter and CV, including salary expectations, to [recruitment@hydac.co.uk](mailto:recruitment@hydac.co.uk).