

Sales Co-ordinator – Offshore Sales

Job Description

HYDAC was founded in 1963 as an independent provider of hydraulic accessories and is today an internationally established group with over 8000 employees, 50 branch offices and 500 trade and service partners world-wide.

We are currently looking for a full time Sales Co-ordinator to work within our Offshore Sales team. The successful candidate will report directly to the Offshore Product Manager.

Key Tasks

- Assist the Offshore Product Manager in all commercial matters including pricing and order processing (part technical).
- Ensure that processed orders are progressed through the system, liaising with Production Department in line with the schedule to achieve the agreed delivery shipment dates.
- Receive calls from customers relating to pricing and availability status and communicate/negotiate mutually acceptable terms.
- Visit Customers to follow up enquiries and build on relationships with them.

Role Responsibilities

1. Be available to receive customers' calls to progress status of offshore orders and other orders handled by the Offshore Product Manager.
2. Enter orders into the system ensuring that the relevant departments can achieve the planned delivery schedule.
3. Pricing – establish prices and quote where feasible, looking at costing of components and/or raw components.
4. Liaise with Product Manager for special projects requiring technical expertise.
5. Ensure that product leaves the premises and is invoiced in line with agreed customer's requirements.
6. Enter all necessary information relating to orders into the company computer system, utilising the latest software (SAP and Excel spreadsheets).
7. Maintain the order/enquiry record data.
8. On a timely basis, when necessary, visit customers on their site, or receive customers on our site.
9. In the absence of the Product Manager be the principal customer contact and if necessary seek technical help from other sources in order to help the customer.

10. Involvement in marketing aspects, literature, presentations and exhibitions. Projects to introduce more products to the offshore customers, targeting a specific product (i.e. tube clamps) market focus.
11. Liaise with Purchasing and Production Control to pull through components for manufacture of local manufactured products from Germany.
12. Be responsible for correct retention and disposal of documents in our facility, complying to the relevant law and in compliance with our QA system.
13. 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.
14. Statistical reporting

Profile

The nature of the role means we are looking for someone with excellent interpersonal skills who is comfortable working within a team environment. The ideal candidate will possess the following attributes:

- Customer Service or Telephone Sales experience
- Previous experience of working in an office environment
- Order Processing experience
- Experience of working with Quality Standards
- Self-motivated with the ability to adapt to fluctuating work demands and multiple priorities
- Well organised, conscientious and hard working
- Excellent communication skills, both verbal and written
- Good IT skills using SAP, Excel, Word and Outlook
- Have a basic qualification in Maths and English
- Ability to prioritise and manage own time
- Pays attention to detail, and has high levels of accuracy
- Flexibility
- Conscientious

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