

CONVEYORS ACCOUNT MANAGER

JOB REF: 0589

Our client is a family run business in the engineering sector for over 30 years. They sell their product worldwide and are continuing to grow due to a huge demand for their product. They now wish to add an Account Manager to their team.

Job Purpose

The purpose of this job is to plan, coordinate and monitor the complete conveyor production cycle, scheduling activities to meet the customer's requirements.

Responsibilities:

- Receive sales orders and liaise with the customer to clarify, agree and confirm their order details.
- Arrange for customer's orders to be processed onto the Conveyor Planner and update with any order amendments.
- Translate the Bill of Materials into kit lists and file for the Conveyor Supervisors
- Place orders internally for conveyor pulleys in line with the Conveyor Planner.
- Maintain open orders, ensure records are accurate and act upon these efficiently.
- Create and forward the weekly delivery schedule to the customers in preparation for the coming week.
- Liaise with the Production Supervisors to ensure they have the full production schedule information and communicate any priorities to them at daily Production Meetings.
- Monitor lead times and agree these with the General Manager for all customers.
- Keep customers informed of any changes to the despatch schedule / delivery times as early as possible.
- Continually liaise with the Purchasing Team to ensure materials are available to meet the production schedule.
- Arrange with the Costing Engineer for updated pricing on any Engineering Change Orders (ECO's) and communicate these through to the customer for confirmed agreement.
- Maintain drawings folder and issue current revision of drawings to the Production Supervisors.
- Work collaboratively with the customer to resolve queries and meet changed or urgent needs.

- Co-ordinate transport arrangements for delivery of customer orders according to the agreed schedule and notify the relevant authorities on any oversize loads.
- Record and communicate any customer issues and forward complaints to the Quality Team.
- Keep the General Manager informed of schedule changes, stock shortages, customer queries etc.
- Actively participate in the conveyor improvement project to support the General Manager to meet business targets.
- Any other duties, within reason and capability, as agreed with the General Manager/Senior Managers.

Person Specification

- Good level of secondary education including 5 passes at GCSE level A – D including Maths and English or equivalent.
- Post-secondary education to degree level, in a customer care related discipline.
- At least 2 years recent customer service experience.
- Demonstrated ability to form and maintain work partnerships with customers.
- Experience in the planning and distribution of goods.
- Experience in the engineering industry.
- Strong organisational, planning & time management skills.
- Good communication skills, both oral and written.
- Competent in use of Microsoft Office.
- Competent in use of Sage 200.
- Good understanding of cost-effective stock control.

Contact Con Gallagher on 028 8676 0044 for a confidential chat or submit your CV via the link.

The Company reserves the right to vary criteria at the shortlisting stage.

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