



ESI Technologies Group, part of the Indutrade Group, is the leading supplier of Process Equipment & Engineering Solutions into the Pharmaceutical, Chemical and Biotechnology Industries in Ireland & UK.

Our wide range of products include valve & actuation, bursting discs, pumps, heat exchangers, skids, vacuum, instrumentation, tank & process equipment, insulation, tubing & fittings and filtration.

The continued expansion of our UK Sales Operations has resulted in the requirement for the following position:

Technical Administrator – ESI Process UK Ltd

Reporting to the UK Operations Manager, this position will be based in our UK Cwmbran facility. Responsibilities will include:

Duties of the Role include:

- To provide accurate and timely technical/commercial support to ESI customers.
- Interpretation of customer requirements and preparation /issuing of subsequent quotations.
- Administration support & sales/purchase order processing to all company sales divisions.
- Check incoming customer orders against sales quotation and ESI policies
- Expediting of customer Purchase & Sales orders, with related supply chains.
- Assisting customers to resolve any technical issues or queries relating to the prevailing product range and their applications.
- Ensure that the advice provided is accurate, current and secures a successful resolution to the enquiries.
- Familiarisation of product range sold by ESI, as part of ongoing company training provided, including our portfolio of Valves, Actuator's, Safety devices, Filtration devices & other related process equipment.
- Responsibility for awareness and action of related personal, department & company Procedures/KPI's.
- Maintain accurate and detailed records/files on customer job files.
- Need to meet deadlines and work towards set Team and departmental targets.
- Adherence to companies ISO 9000 Quality, and Health & Safety procedures.
- Other duties as deemed necessary by company management.

Ideally the candidate would possess the following skills/experience:

- Excellent IT skills, including experience with MS 365, Excel, MS Word, PowerPoint and ERP systems.
- High attention to detail and presentation, with technical speed and accuracy.
- Strong Interpersonal & communication skills.
- Committed to Customer Satisfaction and continuous process improvement.
- Be capable of working consistently both as part of a team and on own initiative.
- Priorities to a high level of quality. Set Priorities on a daily basis for all activities in the department.
- Previous experience &/or aptitude/willingness to learn technical & commercial aspects of the products from company portfolio, as referred to above.
- Commercial awareness when liaising with both our customers & our supply chain.
- Technical and commercial aptitude with a flexibility & willingness to learn in the role.
- Familiarisation with some of the above technologies would be an advantage.
- Committed to Customer Satisfaction and continuous improvement.
- High attention to detail, with technical speed and accuracy.
- Reliable and committed with ability to work in busy customer focused environment.
- Organisational and problem-solving skills.

This is a great opportunity for a highly motivated technical sales & customer orientated person to join our company with a focus on supporting our UK business & being part of a growing team.

Remuneration package is commensurate with experience.

Applications in writing to:

The HR/Training & Development Manager, hr@esitechgroup.com. Replies only provided to those who are shortlisted.

