

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

Sales Manager – ESI Process UK (Cwmbran Office)

Reporting to the Sales Director, this position will be based in our Cwmbran facility office supporting our UK related business.

This is a newly created position within the business designed to support all operational commercial aspects of the day to day running of the organisation. As part of the senior management team, this position will be a hands-on position working closely with the Sales director and Operations Manager. This involves managing all aspects of an internal sales team, offering commercial/technical support and direction, supporting a national external sales team, having direct interaction with customers & suppliers, supply chain, liaising and supporting where needed on warehousing, HR and finance.

Duties of the Role include:

Strategic:

- Managing all aspects of an internal sales team, in turn supporting the external sales team, ensuring that commercial and contractual requirements are met.
- Supporting the management of the suppliers and the supply chain.
- Work closely with Sales Director and Management Team to identify and develop company objectives and strategies for sustainable organic growth.
- Run appropriate short, medium and long-term company Key Performance Indicators (KPI's) to measure performance against set targets.
- Ensure a sales focussed business ethic with all internal departments.
- Work closely with all Business Units to devise ways of improving the customer experience, including resolving problems and complaints.
- Working with Operations Manager and management team to plan, implement and evaluate Change Management processes within the company.
- Working with Operations Manager to ensure that appropriate IT infrastructure and support is in place to facilitate staff & organisational requirements
- Be active in identifying appropriate Digitalisation technologies to support continuous improvement and competitive advantage opportunities, and drive Company CRM System adoption and use with the Internal Team.
- Support in building alliances and partnerships with key suppliers & customers and develop new supply chain sources.
- Working with Operations Manager and management team to Control overhead & operational costs, in line with company budgets.

Operational:

- Supporting HR activities within the organisation, which will include recruitment, training & development, and talent retention.

- Serve as primary point of contact when there are customer issues related to equipment quality, customer service, etc. This includes any issues on-site at customer facilities.
- Promote a company culture that encourages top performance and high morale.
- Business related travel as required.

Preferred Experience, Skills and Abilities

- Track record in similar role/s would be advantageous.
- Sales Focused - Commercially astute & highly analytical
- Excellent problem solving, organisational and communication abilities.
- Good Interpersonal and people management skills.
- Excellent project, planning, change and time management capabilities.
- Capability to multitask and delegate.
- Good judgement and decision-making skills.
- Ability to communicate both verbally and in written form.
- Conflict management skills.
- Aptitude for data handling & analysis.
- Self-driven, with an innovative mindset.
- Strong IT skills, including MS Suite, E-mail & ERP.

Contract type: Permanent: Full time role.

Remuneration: Is commensurate with experience.

Applications in writing to:

- **The HR/Training & Development Manager,**
- **Replies only provided to those who are shortlisted.**

ESI is an equal opportunity employer.

We celebrate diversity and foster an inclusive environment for all employees.