



Job Title: Food Ingredient Division - Sales Manager

Relationships:

Your immediate line manager is: Food Ingredients Divisional Manager

You are responsible for: N/A

You may seek assistance to carry out your function from:

- The Carbon Group customer service & sales support staff

The successful candidate will;

- Have a minimum of 3 years relevant experience in food ingredient sales with a strong understanding of their technical functional applications
- Have a minimum B.Sc. degree qualification or equivalent in Food or Dairy Science.
- Have excellent communication, organisational & numerical skills
- Have an entrepreneurial spirit, motivated and capable of driving sales and achieving sales & margin targets
- Be capable of expanding the product range through new product introduction
- Have an in-depth knowledge of the food industry, markets & competitors
- Be able to work on their own initiative, and self direction in order to achieve deadlines
- Capable of being a strong team player
- Be available to travel extensively and at short notice throughout the British Isles / Europe for periods of up to 1 week
- Be computer literate
- A full driver's licence is required.

Principal tasks of the job

The principal tasks of the job are classified under the following general headings;

i) Existing Customer Sales

- Actively manage the customers to ensure sales volumes & gross margins of products supplied are achieving the budgeted values.
- Introduce customers to new added value products that are developed by the company' principle suppliers, and achieve customer conversion to new added value products.
- Be aware of other products used by your existing customers (not currently supplied by the Carbon Group) and to work with the Food Ingredients division manager &

purchasing department to identify competitive alternatives, and to introduce those alternatives to the customer.

- Promptly advise the sales desk of sales orders received by you & providing the sales desk with complete & accurate information pertaining to the sales order.

ii) New Business Development

- To actively plan and develop new customer enquiries for the products sold by the company for which you are responsible.
- To actively manage all enquires in a professional & timely manner ensuring the customer receives an excellent level of customer service.
- To advise senior management of new technologies in your product area that the company should be aware of or investigating the commercial possibilities of.
- To be aware of customer, competitor & general market developments and report these to the Head of the division.
- To manage business projects & assignments, to ensure they are completed successfully on time.

iii) Customer Service

- Communicate with customers and update them on the status of their orders as required to ensure the customers experiences an excellent customer service experience.
- Liaise with all internal departments to expedite orders on behalf of the customer.

iv) Business Administration

- Participate in Quarterly sales meetings with the Commercial director and /or the managing director.
- Prepare an annual sales budget for your list of customers (in a timely manner) and as requested by the Head of division.
- Compile records and reports as required by management on different aspects of your business.
- Collect or request payment of overdue amounts from customers who have failed to pay their account on time.
- Communicate effectively with the internal business support units of the Carbon Group.

The above is not an exhaustive list of duties & you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.