

VACANCY

Fire Protection – Sales Office Manager

THE ROLE

TENMAT has an opening for a Sales Office Manager working within the dynamic and fast growing passive fire protection business. The role is based at our head office in Trafford Park Manchester.

The person will report to the Fire Protection Sales Director.

DUTIES OF ROLE

- Responsible for the order inputting and quotation process
- Ensure effective use of the CRM system
- Liaise with other internal functions to ensure service levels exceed the customers' expectations
- Responsible for ensuring clear and timely after sales communication to the customer
- Log customer orders
- Deal with inbound customer enquiries
- Resolve business issues and ensure that all escalated issues are closed.
- Establish and grow strong relationships with FP customer base

EDUCATION/TRAINING & KNOWLEDGE/EXPERIENCE

- Customer Service or Office Manager experience is essential
- A background in sales or business development is an asset to this position
- Experience in the buildings materials / passive fire industry is desirable

PERSONAL ATTRIBUTES

- Attention to detail
- Natural Communicator
- Strong verbal and written communication
- Strong organization and time management skills
- Team player
- Persuasive Personality
- Positive attitude and the ability to achieve set targets
- Entrepreneurial spirit and great work ethic

BENEFITS

- Competitive salary
- 25 days holidays plus bank holiday
- Life Assurance (3 x annual salary)
- Medical Scheme (currently BUPA)
- Exciting stable career

ABOUT TENMAT

TENMAT is a leading manufacturer of advanced materials and components with outstanding mechanical and thermal properties for demanding industrial applications. The diversified product range includes, thermoset composites for wear parts and bearings, engineering ceramics, high temperature resistant materials, passive fire protection solutions and functionally graded materials. TENMAT operates an ISO 9001:2015 Quality Management System for the design, development and manufacturing of specialized high-performance engineering materials and components. TENMAT stands for innovation, safety products, commitment to our customers and the latest quality standards worldwide.

The TENMAT group is a multinational corporation with fully owned subsidiaries and presences in the United Kingdom, USA, France, Germany, Sweden, Italy, and Czech Republic supported by a global network of vendors and distributors.

To apply for this role please send your cover letter and CV to one of the following:

Human Resources Department
TENMAT Limited
Ashburton Road West
Trafford Park
Manchester
M17 1TD

or

recruitment@tenmat.com