



Export Sales Specialist

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Life Sciences



Food & Beverage



Export



Industrial



Everyday Life

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The Company

Fileder Filter Systems Ltd

- Sales on target for £20 million in various industries and applications throughout UK and Europe
- Established 1981 and remains an independent, family run company
- 10% of profitable sales increase year-on-year, through low-value commodity to high-value capital systems

Established, independent and specialists in advice and supply of Water Filter Systems, Water Treatment Products, Process Filtration, Water Filter Housings, Microfiltration Filter Cartridges, Particulate Filtration, Ultraviolet (UV) Disinfection Systems and Reverse Osmosis Systems.

With over £5 million of stock held in our UK and German facilities, we provide our customers with the best service available. The stock availability, technical support, external account managers, training and laboratory facilities we provide, offer excellent customer service which is why our customers agree that we are 'easy to deal with'.



Decades
a filtration
expert



4,500
Customers across
the UK & Europe



20
years

ISO 9001 Certified

Professionalism and a passion for customer service has ensured this status for over 20 years.



£5
Million

In stock

Fileder holds over
£5 million of stock in
1000+ pallet spaces.



18
Customer Services
and Technical team

18 dedicated customer
services and technical
personnel.



97%
Same day despatch

97% of orders despatched
same day by premier
carrier UPS.

Our modern and open plan office is based in Maidstone, Kent, benefiting from free on-site parking, a chill-Out room and changing rooms with showers.

While main office hours are 9am to 5.30pm, some departments vary. Employees can enjoy 28 days holiday per annum, inclusive of bank holidays. Holiday entitlement increases with each 5 years of service, but this is explained further within company policy.

The Role

Directly linked to the fast growth of the Export Channel, the need has arisen for two sharp-witted, dexterous and forward thinking Export Sales Specialist to join the team

A business critical, varied and exciting role in which the Export Sales Specialist can fully immerse themselves in a team which has won consecutive awards as one of Kent's fastest growing Exporters.

The Export Sales Specialist will be responsible for the Sales & Export administration of over £4.5million worth of annual sales to support the Channel Manager and Sales Team in achieving and exceeding the Channel growth targets.

Sitting right at the heart of the Export Channel's activities, this role provides high level interaction and direction to team members and business partners in equal measure.

The Person

The Export Sales Specialist is an intelligent, organised, disciplined and self-motivated individual with excellent verbal and written communication skills and the ability to think on their feet to satisfy the needs of both the business partner and the Export Channel.

The role requires an agile minded, dynamic and proactive sales administration focused individual with an ability to maintain existing relationships, as well as push the business forward.

All employees must have eligibility to work in the UK.

Skills

- Strong listening, negotiation and selling skills
- Excellent organisational and administration ability
- High level of 'problem-solving' ability
- Adaptable and flexible to cope with a demanding workload
- Experience of using ERP software
- Ability to learn and retain product specific information
- Computer literate
- Strong sales administration would be beneficial
- Candidates Educated to university standard are desirable
- Additional languages skills are beneficial

The Responsibilities

Sales Administration

- Provide strong, accurate Sales Administration to the Channel.
- Own and oversee customer orders from start to finish.
- Support and work alongside the Channel Manager.
- Maximise communication opportunities with customers and ensure all opportunities are correctly followed up in person and by the team around them.

Export Administration

- Completion of Customs declarations, supporting paperwork, logistics and necessary processes required to support international customers (without free trade agreements) post Brexit
- Undertake training to achieve Customs declaration compliance and fulfil Fileder's legal compliance on all matters relating
- To utilise IT software programmes to assist the business in completing customs declarations efficiently in Customs Declaration Service (CDS)
- Advise and support customers to achieve timely deliveries on filtration products purchased from Fileder, cost-effectively whilst conforming to import/export obligations
- Ensure freight / courier companies are supplied with all relevant documentation
- Note:
 - i) This role relates to export customs declarations based on a no-deal Brexit package
 - ii) This role will only handle export customs declaration, whilst import customs declarations will continued to be placed with agents.

Customer Satisfaction

- Communicate internally with all departments to achieve customer satisfaction
- Work with other members of the Sales, Marketing, Technical and Business Services teams, to identify issues, propose solutions and take part in projects to contribute to operational and sales efficiency
- To administer the needs of all existing customers, by personal contact by phone, letter and other digital media to ensure complete satisfaction and maximising of sales opportunities
- Where appropriate, work in unison with Technical Account Managers to ensure all accounts are fully attended to, and that they are serviced appropriately and profitably

Reporting

- The Export Sales Specialist will report on a regular basis to the Channel Manager with data, input, ideas, feedback and overall performance of territory and sales efforts

General

- To ensure that all complex and politically sensitive enquiries into the Company are dealt with in a responsible and efficient manner
- To carry out any reasonable instructions given by management for the benefit of the Company

The Package

Benefits


Subsidised
Osteopath


Counselling


Attendance
Bonus


NEST
Pension


Eye Test

Long Service


Benenden
Healthplan


Increased
Annual Leave


10 & 20 Year
Club

Opt in


Benenden
Healthplan


Benenden
Healthplan

Perks


Gym
Sessions


Boxercise
Classes


Golf
Simulator


Cycle to
Work

Disclaimer: Please note benefits and perks are subject to change

The Headquarters

Fileder Filter Systems Ltd
20/20 Business Park
Maidstone
Kent
ME16 0LS





Delivery
97% of orders
despatched same day



Training Facilities
Training facility for **20**
customers



Warehouse
Fileder holds over **£5 million** of stock in **1000+** pallet spaces



Customer Services & Technical Team
18 dedicated customer services and technical personnel



Production Facilities
The production team process over **45,000** bespoke products per year



Laboratory Facilities
In-house testing facilities to **1,800 litres** per hour



Technical Sales Team
14 Business development executives



ISO 9001 Certified
Professionalism and a passion for customer service has ensured this status for over **20** years