

<b>Job Title:</b>	Commercial Support Manager	<b>Position Type:</b>	Full Time
<b>Location:</b>	UK	<b>Travel Required:</b>	25%
<b>HR Contact:</b>	personnel@quorumtech.com	<b>Date posted:</b>	September 18, 2019

### Job Description

#### MAIN PURPOSE OF JOB

A new role, the Commercial Support Manager will take over responsibility for day-to-day management of the sales and service teams as well as interactions with the distributor network, to allow the Commercial Director to focus on key OEM clients.

#### RELATIONSHIPS

**REPORTS TO:** Commercial Director.

**RESPONSIBLE FOR:** Sales Admin, Field Service, UK Technical Sales Specialist, the global network of distributors and agents.

**INTERACTS WITH:** Operations department on production, logistics and forward planning.

#### ROLE AND RESPONSIBILITIES

The Commercial Support Manager will be responsible for managing customer-facing teams. Duties common to all include:

- Develop and deliver an annual budget in support of the overall strategy and objectives set by senior management;
- Assist management with hiring processes and new team member induction and training;
- Answer team member questions, help with problems, and oversee work for quality and guideline compliance;
- Communicate deadlines and sales goals to team members and identify areas for new training or skill checks;
- Develop strategies to promote team member adherence to company regulations, safety and performance goals;
- Conduct team meetings to update members on best practices and continuing expectations;
- Generate and share comprehensive reports about team performance, mission-related objectives, and deadlines;
- Ensure working spaces meet and exceed company presentation standards;
- Provide quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints.

The Commercial Support Manager will manage the Sales Admin team. Key tasks include:

- Manage the Sales order process from initial query through to delivery and installation;
- Oversee communication with sales channels around stock availability, lead times, product updates, etc.;
- Pre-sales discussions with customers and partners, advising on the correct product for their needs;
- Preparation, validation and uploading of price lists and discount levels to SAP B1;
- Assist sales team and distributors with submission of tender documents and quotations;
- Review and approve compliance documentation such as End User Statements, Sales Order/Contracts, etc., to ensure compliance with import/export legislation in UK and overseas markets;
- Assist the Sales Admin team in data entry when necessary (cover for absences, etc.).

The Commercial Support Manager oversees global distributors and one direct salesperson in the UK. Key tasks include:

- Build, develop and manage a global sales network capable of achieving required sales. This includes recruitment, sales training, coaching, and motivating as well as performance management of staff and distributors.
- Ensure that Quorum is competitive in all our key markets by signing distributors to a formal Distributor Agreement and visiting regularly to check they remain in compliance with that agreement;
- Manage discounts according to a tier structure, linking discounts to service provided by the distributor;
- Ensure that distributors always have up-to-date pricing and are trained to improve product knowledge, positioning and pricing strategies;

- Promote Quorum’s solutions by travelling to visit end users, demonstrate products and present at trade shows and conferences;
- Provide the marketing team with feedback from sales channels, such as evaluations of competitive products;
- Ensure that quality issues raised by distributors are entered in the NCP process and act as the owner of that issue until it is fixed or flagged for new product development.

The Commercial Support Manager manages the field service team, working closely with the service engineers, distributors and microscope manufacturers to ensure customers are satisfied with the Quorum product. Key tasks include:

- Day to day management of the service team to ensure that customer expectations are met;
- Support the in-house sales team and our global partners (OEMs, agents/distributors and end-users) to ensure the team provides a top-class service response;
- Gather and report detailed performance data against all service KPIs in order to monitor team performance and implement improvements as required;
- In addition to the managerial responsibilities, it is essential that the incumbent has a good understanding of the duties of a service engineer and the technical issues involved.

The Commercial Support Manager acts as an internal source of business intelligence, combining data from SAP B1 and other sources to produce in-depth analyses of results and trends. Key tasks include:

- Ensure that data entry is carried out correctly, consistent with the requirements for reporting;
- Act as the SuperUser for SAP B1 with responsibility for commercial processes;
- Provide detailed reports on all aspects of commercial results: trends in orders, sales and margins by product, territory, customer; variances between budgeted and actual results; future forecasts for budgeting and operational planning; etc.

**The above is not an exhaustive list of duties and 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.**

### **PERFORMANCE MEASUREMENT**

- Revenues and Margins from sales and service;
- Annual cost savings effected by the introduction of method, efficiency and/or productivity improvements;
- Concise, detailed and accurate reporting of past results, future forecasts and departmental KPIs as required by senior management;
- Ability to meet customer expectations and to maintain Quorum’s established reputation for excellence;
- Standards of performance and delivery achieved by direct reports, distributors and service agents;
- Levels of injurious incidents, reportable accidents, employee absence and labour turnover within sales and service functions;
- Ability to ensure that all established administrative routines and records are kept accurately and up to date.

### **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

Degree in a scientific field or equivalent practical experience.

### **REQUIRED EXPERIENCE AND SKILLS**

#### **The successful candidate must have:**

5+ years of experience managing a sales team;

Experience with managing regulatory requirements for import and export of electronic equipment;

Familiarity with field service processes;

Ability to cope with rapidly changing demands on time and prioritise jobs according to urgency;

Excellent communication skills, the ability to challenge and question while maintaining positive relationships

**PREFERRED EXPERIENCE AND SKILLS**

Experience in using SAP B1 and generating reports from it;  
Experience in a B2B customer-facing position;  
Experience supplying products on an OEM basis to manufacturers of scientific equipment;  
Interest and ability to understand the science and interface with key opinion leaders.

**ADDITIONAL NOTES:**

This role includes overseas travel. Valid driving licence and passport required.  
Attendance at trade shows means that ability to sit/stand for long periods is required;  
Assisting with packing/unpacking products will require bending, lifting and carrying heavy equipment.

Key Words: sales manager | electron microscopy | sample preparation | scientific instrumentation | field service | SAP