

# JD029 - Technical Sales Account Manager

## What does Sil-Mid do?

Sil-Mid is a specialist supplier of adhesives, sealants, lubricants and other specialist products into a large customer base primarily working in Aerospace and Aviation. This requires an exceptionally high quality of service and attention to detail from our sales team. Our business serves over 5000 customers in 110 countries and lists over 10,000 products.

## Job brief

The Technical Sales Account Manager (TAM) is responsible for a sales target in a defined geographical area. The TAM is a primary contact for KEY and TARGET accounts and maintains regular contact with existing customers to ensure their requirements are being met, the business is retained, and new opportunities are identified.

Technical Account Manager (TAM) is a highly-technical sales role – applying a deep understanding of engineered material technologies, customer & technical service capabilities, on-going sales and marketing strategies, customer projects and priorities into daily activities directed towards achieving sales goals.

## What does a TAM do?

The TAM will be required to balance existing and new account responsibilities – meeting or exceeding individual performance and growth goals for their assigned geographic territory across aerospace, electronics, military, and other key industry segments. Employing consultative value and solution-selling approaches across multiple levels and functions of customer organisations, the TAM will organise, prioritise, and plan for the needs of new business initiatives, provide ongoing relationship management, apply internal resources, as well as effectively communicate with internal and external stakeholders.

## Profile of a Successful Candidate:

A technical sales professional offering a solid material and process background with an understanding of materials distribution. The successful candidate will be adept at representing both business and technical sides of the supply relationship, in addition to effectively networking across all levels and functions within customer organisations.

## Technical Account Manager Responsibilities:

### 1) Increasing Sales and Winning new business

- Negotiate new business and opportunities
- Developing and nurturing new business to become loyal and returning customers
- Looking for opportunity within the markets
- Build contacts with our customer base to create new business opportunities.
- Qualify new customers,
- Support in writing new business proposals
- Extend sales opportunities with existing business

### 2) Providing Technical support to customers before and after-sales

- Technical acumen and ability to quickly learn new technologies and develop application insight
- Technical knowledge relating to specific industry partners

### 3) Maintaining customer relationships and ensuring customer satisfaction

- Exceptional relationship building skills
- Hold client meetings and regular reports as required by the customer
- Work with internal sales team to build rapport and ensure customer gets the support required.

### 4. Reporting to stakeholders on product performance and targeted metrics

- Targets metrics will need to be met and there will be a level of reporting on own performance and demonstrating achievements.

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## Person Specification

Attributes Required	ASSESSMENT
GCSE or equivalent in English and Maths Computer literate in IT Skills, Outlook Office, Excel, email, and phone systems Trained on CRM software <b>Desired</b> BA/BS degree preferred	Application Form/ Interview
Aerospace or Aviation experience a distinct advantage. Experience of working in an ISO9001/AS9120 quality environment. Experience with technical applications Experience delivering client-focused solutions to customer needs <b>Desired</b> Experience in handling demanding situations Proven track record of successful business development and profitable sales growth	Interview
Decision making Effective technical communication skills and experience Computer literacy – proficiency in the use of MS Windows, e-mail, internet, MS Office, and Salesforce/Hubspot CRM (or a similar CRM system). Proficient organisational skills Exceptional planning, prioritisation and time management skills Produce high level of quality of service to colleagues and customers Adaptability, flexibility and a keen ability to identify opportunities Excellent negotiation and sales skills Ability to work under pressure and to deadlines Excellent verbal and written communication skills	Probation
Highly responsible, dependable, and professional Confident and capable Natural relationship builder Demonstrates positive attitude. Continuous improvement mentality Cordial and amenable. Resourceful and inventive. <b>Desired</b> Self-motivated and able to thrive in a dynamic entrepreneurial environment	Probation

### Seniority Level

Mid-Senior level

### Industry

Distribution - Aviation & Aerospace

### Employment Type

Full-time

### Package:

- Competitive Salary + incentive programme
- 25 days holiday plus statutory holidays and birthday
- Company Bonus potential\*
- Mediacash Health Plan\*
- Pension Contribution\*

\*Applicable after probation period

### Silmid Values

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## Innovative

- We expect you to suggest innovative SOLUTIONS to improve your individual work process
- We expect you to welcome and appreciate CHANGE as a positive move to growth.
- We expect you to engage positively to our DIGITAL systems.

## Commitment to Customers

- We expect our customers to be SURPRISED and DELIGHTED
- We expect CUSTOMER SATISFACTION to be the upmost priority
- We expect enthusiastic, engaging and POSITIVE customer service with all internal or external stakeholders

## Quality

- We expect EXCELLENT quality of service to be delivered at all times
- We expect ZERO DEFECT
- We expect to deliver to SOURCE OF TRUTH

## Professional

- We expect you to be professional in how you CONDUCT yourself and adhere to our policies
- We expect professional STANDARDS of dress and housekeeping
- We expect professional BEHAVIOUR to all colleagues, customers and suppliers when representing SilMid

<b>Reviewed Date:</b>		<b>Technical Account Manager</b>	
Manager		Employee	
Signed		Signed	