

Job Description

Local Job Title: Spares Sales Technical Supervisor
Reporting to: Parts and Service Manager
Location: West Bromwich

Company Overview:

Jacopa Ltd is a leading provider of water and wastewater products, solutions and services leading in exceptional customer service and providing best in class aftermarket support to customers. Jacopa is committed to excellence in health and safety, and to outstanding environmental performance.

Job Function:

A skilled and motivated individual working within the aftermarket team as a Spares Sales Technical Supervisor. The supervisor is responsible for overseeing the spares sales department, providing accurate technical and engineering support and supervising the sales activities, liaising closely with the company's engineering and production departments and ensuring customer satisfaction through timely delivery of spare parts and quotations and technical support services.

Essential duties and responsibilities:

1. Supervise and lead a team of spares sales administrators, providing guidance, support, and training as needed.
2. Develop and implement sales strategies to achieve spares sales targets and objectives.
3. Identify opportunities for upselling and cross-selling spare parts and technical services to existing and prospective customers.
4. Liaise closely with the engineering department to confirm correct accurate information communicated to sales administrators, suppliers and to customers.
5. Collaborate with the sales and marketing teams to develop promotional campaigns and marketing materials for spare parts and technical services.
6. Maintain relationships with key clients and partners, addressing their technical needs and providing solutions to enhance customer satisfaction.
7. Monitor inventory levels of spare parts and ensure adequate stock availability to fulfil customer orders.
8. Coordinate with the procurement and logistics teams to streamline the ordering, shipping, and delivery processes for spare parts. Maintain relationships with key suppliers.
9. Analyse sales data and prepare regular reports on spares sales performance, trends, and forecasts.



CLEARLY WASTEWATER

10. Stay updated on industry trends, market developments, and competitor activities to identify business opportunities and threats.
11. Ensure compliance with company policies, procedures, and quality standards in all spares sales activities, and in respect of health and safety planning and performance.

Qualifications:

1. Degree or equivalent in mechanical engineering, or a related technical discipline.
2. Proven experience in technical sales, preferably in the Water Industry.
3. Strong leadership skills with the ability to motivate and manage a team effectively.
4. Excellent communication and people skills, with the ability to build rapport with client's colleagues and suppliers.
5. Sound knowledge of spare parts and technical components, including their applications and functionalities.
6. Experience and use of ERP systems.
7. Proficiency in sales and CRM software for managing customer relationships and sales pipelines.
8. Analytical mindset with the ability to interpret sales data and market trends to make informed decisions.
9. Technical background and ability to interpret and read technical drawings and specifications.
10. Strong organizational skills with the ability to prioritize tasks and manage multiple projects simultaneously.
11. Attention to detail and a commitment to delivering high-quality customer service.
12. Familiarity with 2D and 3D computer software.
13. Flexibility to travel occasionally for client meetings, conferences, or industry events.

Communication skills

1. Ability to resolve complaints respond to sensitive inquiries effectively.
2. Work closely with other departments to deliver customer service.
3. Ability to understand and both read, write, and converse in English and at advanced level.

Independent judgement, decision making & problem solving:

1. Ability to make decisions requiring the use of a variety of variables in standard and non-standard situations.
2. Requires discretion and independent judgment on matters of significance.

Other skills and abilities

Computer Skills: Proficiency in Word, Excel, and other MS Office programs.

Business System Skills: High skills in ERP type systems (IFS or equivalent)

Leadership

Experience of supervising a small team, to develop and mentor individuals to attain best performance. Lead by example to set high standards in customer satisfaction.



Physical demands

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work environment.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The work is office based but occasionally the work environment may be at a customer or supplier premises and at an operating site. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions; the noise level in the work environment is usually quiet.