



<b>Job Title:</b>	Market Support Manager	<b>Job Category:</b>	Manager
<b>Department/Group:</b>	Galebreaker Agri Ltd	<b>Reports to:</b>	Galebreaker Board
<b>Location:</b>	Ledbury	<b>Travel Required:</b>	Occasional
<b>Level/Salary Range:</b>	Depending on Experience	<b>Position Type:</b>	Full time

## Job Description

### ROLE RESPONSIBILITIES

To manage a Market Support Team which provides services to Galebreaker's three Sales Business Units.

- Manage and develop the market support team (sales admin and technical sales staff)
- Provide sales support to the sales business units
- Sales administration and customer services
- Price and margin analysis
- Distributor & dealer analytics – use of Galebreaker's sales report tool
- Distributor & dealer product training
- Product line management support
- Co-ordination of marketing support
- Manage price lists, delivery terms and sales terms & conditions
- Responsibility for Galebreaker internal quality system procedures – IQS
- Sales office management

### OPERATIONAL TASKS

- Part of the Galebreaker senior management team
- Day to day management of the market support team
- Responsible for the appraisal and development of the market support team
- Co-ordinate support and training requirements for unit sales managers
- Review sales and margins and report to sales business managers
- Analysis and reporting of data from sales report tool to support and guide sales teams
- Liaise between sales business units, technical, production and finance departments
- Member of the Operational Excellence team focused on improving quality across the business
- Preparation of department KPIs and IQS reporting
- Work with business sales managers to update pricing and other customer documentation
- Process incoming orders onto the ERP system
- Respond to customer enquiries
- Provide information about delivery and order status to customers.
- Provide quotation support to sales teams
- Ensure correct documentation for export sales

- Continuous improvement of processes and procedures
- Co-ordinate administration for shows and exhibitions
- Maintain customer databases.

### **QUALIFICATIONS AND EXPERIENCE**

- A Degree, or similar, or by experience.
- Minimum of 5 years' experience in customer service / market support management
- Experience of ERP and/or CRM systems
- A track record of continuous improvement of processes and procedures
- Experience of recruitment, coaching, staff appraisals and development
- Ability to set KPI's and monitor department's performance
- Experience of managing customer profiles and developing potential customers

### **REQUIRED SKILLS**

- Senior management skills – coaching, supporting, directing and delegation
- Understanding of the agricultural sector
- Commercial awareness
- Excellent communication
- Advanced knowledge of Microsoft products
- Project/order management and quotation skills
- Decisive
- Analytical skills
- Problem solving
- Integrity
- Responsive
- Customer driven
- Commitment
- Passion
- Outstanding organisational skills

### **APPLICATIONS**

Please apply in writing to:

Jo Ellsum  
Galebreaker Agri Limited  
Galebreaker House, New Mills Industrial Estate  
Ledbury, Herefordshire HR8 2SS

The closing date for applications is 10<sup>th</sup> September 2019.