



Technical Account Manager

Job Specification



About Filerder

Filerder Filter Systems Ltd is an ambitious and forward-thinking SME with over 40 years of expertise in the filtration industry. As independent specialists in the supply of liquid filtration and treatment solutions, we are proud to serve a diverse range of industries. Our filtration systems are widely used across food and beverage, pharmaceuticals, engineering, automotive, beauty, aquatics and healthcare sectors. For example, they are trusted by some of the world's most prestigious brands and organisations, including Coca-Cola, McLaren, Neal's Yard, Britvic, Lush and the NHS.

At Filerder, we take pride in being a company that's 'easy to deal with', offering tailored solutions and exceptional customer service. Our reputation for excellence has been earned through our commitment to quality and global business partnerships. Our dedication to ensuring the highest standards for our clients is reflected in our £6 million stockholding, technical support systems, comprehensive training programmes and state-of-the-art laboratory facilities.



40+ years
as a filtration
expert



4,500 customers
across the UK & Europe



£6 million
of stock held



97%
of orders despatched
the same day

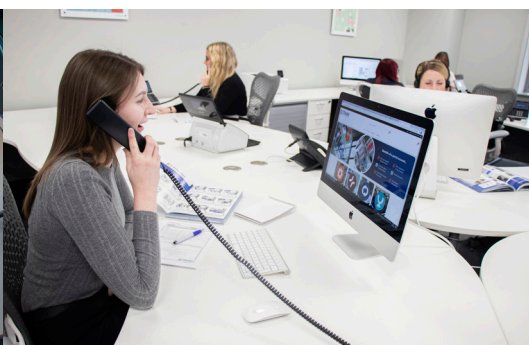


20+ years
of ISO 9001
Certified

Based in Maidstone, Kent, our modern, open-plan offices are equipped with a wide range of amenities, including free on-site parking, a chill-out room, a kitchen, and a gym. With our commitment to sustainability, we installed solar panels in 2022, and our fleet is made up of 95% electric vehicles. We've also achieved ISO 14001 Environmental Certification, which highlights our dedication to reducing the Company's environmental impact.

Our office hours are from 9:00 AM to 5:30 PM, though some departments operate on flexible schedules. We offer a variety of employee perks and place a strong emphasis on professional growth and development, fostering a welcoming and positive working environment. It's important to us that our employees feel valued and have access to continuous learning, excellent benefits, and career progression opportunities.

Filerder operates through three entities: a UK holding company and two subsidiaries (in the UK and Poland).



Position Overview

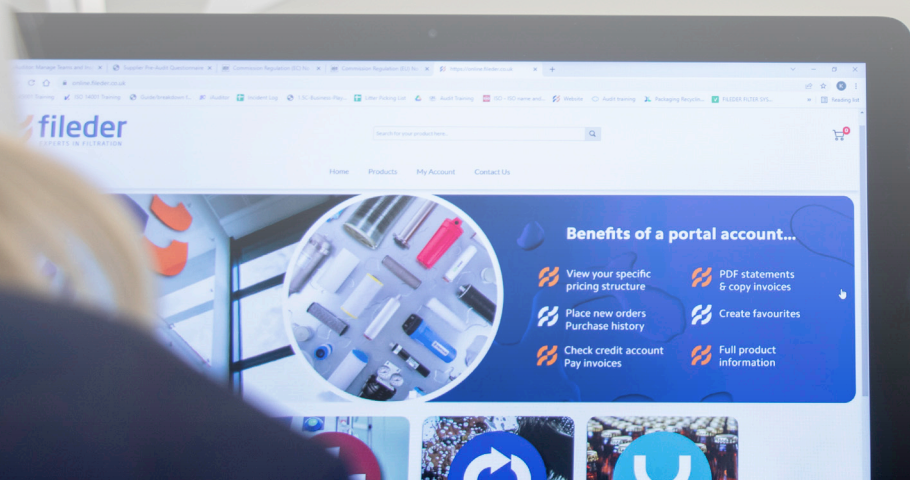
Job Title:	Technical Account Manager
Department:	Sales
Reports to:	Sales Manager
Hours:	Full-time, minimum 37.5 hours per week (Office hours: 9.00-17.30)
Annual Leave:	25 days + bank holidays + long service awards
Benefits	www.fileder.co.uk/careers

Are you a confident, personable and enthusiastic communicator with strong commercial instincts? We are looking for an ambitious Technical Account Manager who can deliver excellent customer engagement & satisfaction, while driving new business growth. This is an exciting opportunity to apply your skills to maintain excellent sales performance, adeptly handling steady account management functions and business development functions in a fastmoving, proactive and driven environment. This includes working on exciting and collaborative sales initiatives and displaying dedication towards achieving annual profit targets and driving business success.

Job Role

Reporting to the Sales Manager, the Technical Account Manager supports our national and international Sales teams by developing existing accounts and securing new business from targeted prospects. You will introduce new products, uncover opportunities in traditional and emerging markets, and support product onboarding to drive growth.

The role involves regular face-to-face meetings with both prospective and existing customers, supported by structured sales activity and preparation. A key objective is to achieve profitable growth through proactive prospecting, lead generation and strong relationship management. Working independently but closely with Sales, Customer Service, Technical and Marketing teams, you will maximise opportunities within your accounts while actively winning new ones.



Key Responsibilities

Account Management

- Achieve sales and profit targets for the assigned sales territory.
- Maximise communication with customers and ensure all opportunities are followed up to increase sales potential.
- Analyse data to identify and qualify target customers/products, focusing on inactive or low-activity accounts.
- Set pricing for new and managed accounts in line with company strategy.
- Efficiently handle complex inquiries.
- Collaborate with Customer Service, Marketing and the wider Sales Team to improve processes, contribute to operational efficiency, ensure all accounts are properly serviced and customer satisfaction is achieved.
- Manage and support Sales Coordinators to ensure smooth account operations and effective customer service.
- Regularly report to the Sales Manager on territory performance, sales efforts, and feedback.

New Business

- Identify potential customers, converting prospective business into sales.
- Implement the sales strategy within market segments, specific companies or regions.
- Report market trends, opportunities, and industry competition to the Marketing Department and provide feedback on marketing strategy.

Product Introduction & Market Expansion

- Advise customers on product choices and introduce new products/applications to boost sales.
- Regularly communicate with office-based personnel to stay engaged with the Company and abreast of its status and developments, particularly with the sales coordinators.
- Consistently uphold company policies, values and procedures.



Required Skills and Qualifications

- Extensive field sales experience, ideally within a relevant industry (manufacturing, engineering, technical products, or healthcare & service based industries), with a drive for success and adept business acumen.
- 3+ years experience in sales territory management.
- Background in B2B sales and a strong understanding of long-term account management, centred on building positive and sustainable relationships with both new and existing customers.
- Commercial awareness with the ability to align sales strategies with broader business goals.
- Exceptional verbal communication skills, with a personable, professional and enthusiastic manner .
- Ability to learn and demonstrate technical product expertise in primarily technical markets.
- Confident and driven to maximise sales within the assigned territory.
- Proactive, highly organised and able to take initiative.
- Capable of learning and providing expert advice and filtration solutions to customers.
- Highly adaptable with the ability to prioritise effectively, assist colleagues when required and follow instruction from management closely.
- Educated to at least an A-Level or an equivalent standard, ideally, with a qualification in a business or sales-related subject.
- Must have a full, clean driving license.
- Must be eligible to work in the UK.

