



Technical Filtration Specialist Job Specification

Filter Cartridges

Carbon Cartridges

Water Treatment Cartridges

Bag Filtration



Filter Housings

Reverse Osmosis

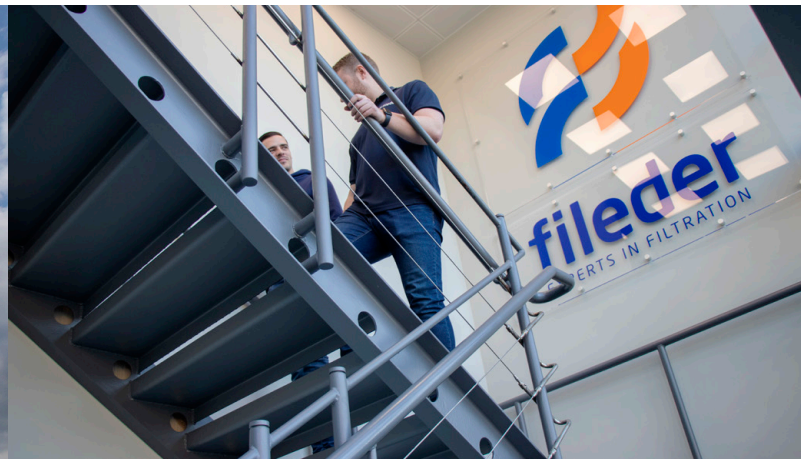
Water Softening

Ultraviolet

The Company

Fileder is an ambitious and forward-thinking SME who are experts in the filtration industry and have recently celebrated 40 years of success.

As independent specialists in advice and supply of liquid filtration and treatment products, our filtration solutions are installed in some of the world's best-known brands, including Farrow & Ball, Rimmel, Heineken, Maybelline, Coca-Cola and McLaren. We provide our services to sectors ranging from food and beverage manufacturers, pharmaceutical, engineering, automotive, beauty, aquatics and healthcare, and take pride in being 'easy to deal with'. We have gained a reputation for excellence with our global business partners, which is further enhanced with our £6 million worth of stock holding, technical support, external account managers, training and laboratory facilities available along with our excellent customer services. We continue to grow and develop, and 2022 saw the grand opening of our new facility in Poland, which is now thriving and supporting Fileder's export customers.



Our modern and open plan offices are based in Maidstone, Kent, benefiting from free on-site parking, a chill-out room, wellbeing suite (including gym equipment and classes) along with changing rooms with showers. Fileder installed solar panels in 2022, has a 95% electric car fleet and has recently achieved ISO14001 Environmental certification status.

While main office hours are 9am to 5.30pm, some departments vary. Employees can also enjoy a variety of perks offered, including Benenden Healthcare, and have the knowledge that excellent professional growth and development opportunities are available and encouraged.



40+ years
as a filtration
expert



4500 customers
across the UK & Europe



£6 million
of stock held



97%
of orders despatched
the same day



20+ years
of ISO 9001
Certified

The Person

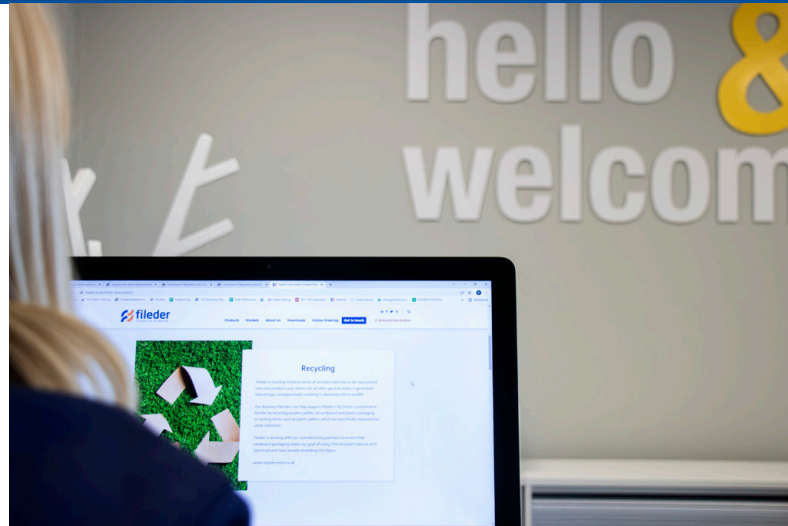
The ideal candidate will be looking to take on a role in a market with increasing potential. The Technical Filtration Specialist will be motivated by the thrill of sales and the capacity to grow new business to hit and surpass sales targets. Being proactive, organised, well presented, intelligent and personable are key traits, as well as being capable, confident, with excellent commercial awareness and the drive to maximise sales within their territory.

This person will have previous field sales experience and a proven track record of business-to-business sales, and closing new business. Their experience will ideally be selling a technical product into a manufacturing industry or engineering environment and they will be capable of learning a technical portfolio of products to sell within primarily technical markets.

The skillset:

- 3+ years' sales territory management – B2B, technical product
- Experience within a manufacturing or engineering industry or product range is preferable
- Target driven, enthusiastic, confident, and motivated individual
- Strong communication and customer service skill
- Effective organisation skills for territory management
- Ability to learn and retain product specific information
- Ideally educated to degree standard in a science, business, engineering or technical subject
- Full, clean driving license

All employees must have eligibility to work in the UK.



The Role

Fileder is offering an exceptional opportunity to someone looking for an exciting role in field sales. This role aims to build and create strong, profitable and sustainable relationships with new customers. With so much potential available to grow new business, exact focus is required by the company.

The expectations of the role are to meet prospective customers face-to-face as often as possible, with a typical split of four days per week of face-to-face selling and one day preparing for sales. The purpose of these meetings are to understand the prospect's current situation from a technical and commercial standpoint, so that Fileder's broad range of solutions can be effectively applied to their situation. Closing deals that are of mutual benefit is key, by representing the professionalism of the company and presenting appropriately to maximise success.

Sales targets and wider objectives will be met through profitable sales from proactive prospecting and face-to-face contact. The role is very well supported by the New Business Executives, who book meetings with prospects to supplement the proactive work of the Technical Filtration Specialists. Closing new business and maximising additional opportunities through probing for information is critical to meeting and surpassing targets.

As a member of the New Business Team, this role is supported by the team consisting of Marketing Executives, Team Support, New Business Executives, as well as the wider company, all in support of the person's efforts to achieve the business' goals.

Working independently is required by the role, as well as being part of the team by maximising opportunities for growth through effective communication with management and the supportive roles.

The Responsibilities

Sales

- To achieve the sales and profit target of their Territory
- To systematically analyse data to identify and qualify target customers/products for increasing sales
- To identify relevant potential customers for sales targeting, concentrating on converting prospective business to achieve sales goals and profitability
- To determine pricing for new accounts, in line with the company strategy
- To ensure the sales effort into the market segments, specific companies or areas as specified by the strategy is implemented
- To maximise communication opportunities with customers and ensure all opportunities are correctly followed up to maximise sales potential
- To initiate and coordinate the development of action plans to penetrate new markets.

- Advise customers on product choice as well as introducing new products and/or applications to increase sales
- Self-generate new business opportunities through probing, gaining referrals and targeting prospective accounts

Customer satisfaction

- To communicate internally with all departments to achieve customer satisfaction
- Work with other members of the Sales, Marketing and Technical teams, to identify issues, propose solutions and take part in projects to contribute to operational and sales efficiency
- To administer the needs of all customers, contacting by phone, email, or face to face, to ensure complete satisfaction and maximising of sales opportunities
- Work in unison with Customer Service Coordinators to ensure all accounts are fully attended to and are serviced appropriately and profitably

The Responsibilities

Reporting

- To report on a regular basis to the Business Development Manager with data, input, ideas, feedback and overall performance of territory and sales efforts
- To report opportunities, trends and competitive activities to the Marketing department, and to feedback on the marketing strategy

General

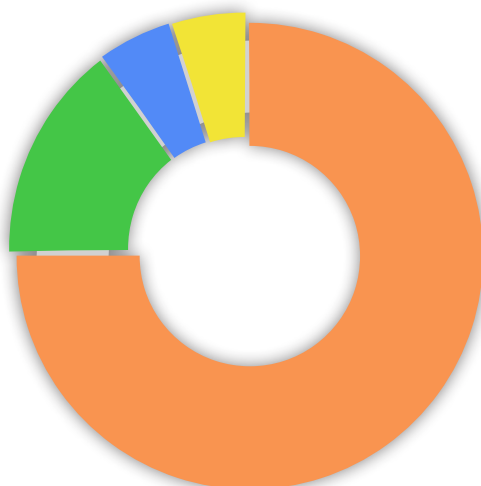
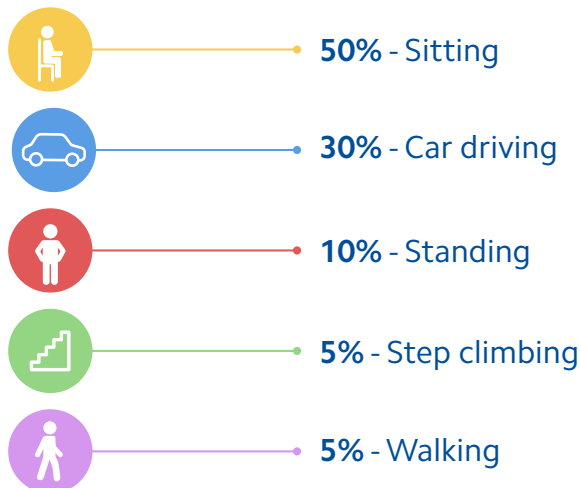
- To ensure that all complex enquiries into the Company are dealt with in a responsible and efficient manner

- Working outside of normal hours is often required when travelling to meet customers and agents within the territory
- To travel to the Filerder headquarters in Maidstone, Kent, and other locations as required for training and company meetings
- To carry out any reasonable instructions given by management for the benefit of the Company

Activities

A typical week in the role of a Technical Filtration Specialist's involves:

- 1 day a week of administrative and preparatory work
- 4 days on the road (approximately 3-4 hours of driving and 4 hours meetings)
- Developing new business – **80%**
- Sales preparation and planning - **20%**



- 75%** Repetitive work
- 15%** Low exertion manual work
- 5%** PPE required
- 5%** Hot/cold environments within the year

The Benefits



Fileder Benefits Package*

0-3 Months →	Fileder Wellbeing Suite • Eyetest contribution • Counselling • Onsite wellness and boxercise classes
3 Months →	PT Classes • Private Healthcare • Pension • Attendance bonus • DenPlan • Sick Pay • Osteopath
1 Year →	Celebrate your 1 Year Workiversary with a day off and luxury activity for two worth £200
5 Year Club →	Celebrate 5 years at Fileder with your choice of a wellbeing benefit to the annual value of £1,200 nett and 2 additional days holiday
10 Year Club →	Celebrate 10 Years at Fileder with a week off paid, £1,500 nett towards a holiday of your choice, a luxury gift, a meal out with colleagues and 2 additional days holiday
15 Year Club →	Celebrate 15 Years at Fileder with a week off paid, £500 nett towards a UK Staycation and 2 additional days holiday
20 Year Club →	Celebrate 20 Years at Fileder with 2 weeks off on double pay, £5,000 nett towards a holiday of your choice, a luxury gift, a meal out with fellow 20-year club colleagues and 2 additional days holiday
The Lifetime Club (25 Year) →	Celebrate 25 Years at Fileder with a month off paid, £1,000 nett to spend on a once in a lifetime experience and 2 additional days holiday

* Non contractual and subject to change without notice, see Workplace for full terms & conditions.

The Headquarters

Fileder Filter Systems Ltd

20/20 Business Park

Maidstone

Kent

ME16 0LS

01622 691886

Email: hr@fileder.co.uk

Tel HR: 01622 621931

