

Sales Co-ordinator, Singapore

Seatronics Vision and Mission

Seatronics are the Marine Technology Specialists. With our solution focused culture, engineering strength and extensive product knowledge, our vision is to remain the leading provider of marine electronics solutions to the global subsea market. We supply specialist subsea solutions pursuing excellence both in engineering capability and customer support. Our continually developing expertise allows us to provide full service capability on demand encompassing rental, sales, service & repair, calibration, personnel and asset management.

Overall Purpose of Role

As Sales Co-ordinator, you will assist in all areas of the operations and sales management of the business. Working with the General Manager and Contracts and Admin Manager as well as the Sales Engineer, you will ensure that the administration needs of the Seatronics division are met and that Company procedures are followed. The work of the Sales Co-ordinator will enable the sales team to provide accurate quotes and successfully deploy the solutions to Client expectation. You will be able to propose solutions to meet customer requirements and provide technical support to the sales administration team. You will be responsible for invoicing our clients, and ensuring that all paperwork is kept to ISO 9001 standards and that all assets are registered on our asset system.

Relationships: Reports directly to the General Manager. Liaises with Operations, staff globally, Regional finance staff, clients and suppliers.

Key Responsibilities and Accountabilities

Internal Sales

- Quote customers for sales including following up on enquiries.
- Provide customers with details of equipment availability.
- Ensuring completed account application forms received have been sent to the accounts department for processing.
- Liaising with customers to deal with incoming enquiries and discussing the outcome of account applications that have been processed.
- Ensure spreadsheet is up to date with any new orders or changes.
- Check stock levels are sufficient to meet customer demands.
- Attend weekly meetings to discuss operational planning and sales orders.
- Prepare a monthly report on sales totals.
- Ensuring suitable information is available to the Logistics and Compliance Manager to allow for collections and deliveries to be arranged.
- Work with the Sales Engineers to arrange trials or demonstrations
- Undertake work in line with various areas of compliance, including but not restricted to Customs/Export Control/Import/Anti-Bribery/QA
- In time you will be able to propose solutions to meet customer requirements while maintaining commonality with other similar applications.
- Provide technical support to the sales administration team.

Invoicing/Financial

- Invoice all sales orders on a daily/monthly basis, sticking to deadlines provided by accounts team.
- Raise any required Credit Notes and forward to clients once approved by Management.
- Liaise with accounts department on payments that have been received from customers for invoicing.
- Raise purchase orders and x-hire purchase orders.
- Creation and updates of all excel spreadsheets and databases.

Experience and Qualifications

- Experience working a team in a fast paced sales environment is required
- Some experience of office administration in an administrative environment is required
- NTech or equivalent in a relevant engineering area is preferred
- Experience of effectively organising and prioritising workload to meet deadlines
- Experience of using Word, Excel and Outlook in the workplace to carry out a variety of tasks
- Experience of collating and presenting statistical or financial data
- Experience of working effectively without close supervision

Skills and Knowledge

- Knowledge of the oil and gas sector including the offshore market
- Knowledge of import and export regulations
- Excellent organisational and administrative skills
- Attention to detail with good customer service skills
- Strong communication skills; e.g. copy writing, proof-reading
- Knowledge of computer based applications and hardware
- Strong people management skills with the ability to train staff at varying levels
- Strong problem solving skills
- Seatronics' compliance processes, including but not restricted to Customs/Export Control/Import/Anti-Bribery/QA
- Understanding of UK Import and Export requirements for military products along with an understanding of US ITAR and EAR regulations.

Personal Qualities

- Ability to work to tight deadlines on multiple complex issues and remain calm under pressure
- Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- Ability to establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organisation.
- Ability to positively influence others to achieve results that are in the best interest of the organisation.
- Ability to assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- Conscientious and helpful
- Willingness to learn and participate/provide in-house training

Work Requirements

- Ensure effective self-management to work in accordance with the company's values, goals and objectives.
- Willingness to maintain Continual Professional Development to ensure your own knowledge base enhances Seatronics' capability and that you comply with the company's policies, processes and principles.
- Maintain integrity by being honest and transparent with staff, clients and suppliers in line with business policies.
- Highlight new technologies or working practices which may benefit the company by way of the Process Improvement Report (PIR) process.
- Actively participate in regular team and company events as required.
- Ensure we focus on being customer centric by developing good relationships with clients and suppliers and providing outstanding levels of service to ensure client needs are met on time, every time.
- Participate in the leadership and commitment of QHSE to ensure there is zero harm to our people, the environment and equipment.
- Take an active role in ensuring the quality of our products and services fully meets customer requirements.
- Ensure you work in line with various areas of compliance, including but not restricted to Customs/Export Control/Import/Anti-Bribery/Quality Assurance (QA).
- Ideally have a clean driving license and the ability to travel to global companies when necessary.
- Ensure you are deemed fit for the role or assignment being undertaken by undertaking medical examinations/tests and/or vaccinations in line with local legislation.

Competency requirements

Essential competencies that are critical for job success

6.1 Planning and organizing

- Sets clearly defined objectives
- Plans activities and projects well in advance and take account of possible changing circumstances
- Manages time effectively
- Identifies and organises resources needed to accomplish tasks
- Monitors performance against deadlines and milestones

6.2 Delivering results and meeting customer expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals

7.2 Coping with pressures and setbacks

- Works productively in a high pressure environment
- Keeps emotions under control during difficult situations
- Balances the demands of work and personal life
- Maintains a positive outlook at work
- Handles criticism well and learns from it

7.1 Adapting and responding to change

- Adapts to changing circumstances
- Accepts new ideas and change initiatives
- Adapts interpersonal style to suit different people and regional differences
- Deals with ambiguity, making positive use of the opportunities it presents

Desirable competencies for job success

1.1 Deciding and initiating action

- Makes prompt, clear decision which may involve tough choices or considered risks
- Takes responsibility for actions, projects and people
- Takes initiative, acts with confidence and works under own direction
- Initiates and generates activity

3.1 Relating and networking

- Establishes good relationships with customers and staff
- Builds wide and effective networks of contacts inside and outside the organization
- Relates well to people at all levels
- Manages conflict
- Uses humour appropriately to enhance relationships with others