

Sales Support Engineer



VACANCY: Sales Support Engineer

LOCATION: Kilmarnock or Maidstone based

ABOUT US:

Glenfield Invicta Limited is part of the AVK Group, market leaders in the design, manufacture and supply of valves, penstocks, fittings and flow control equipment to the Water, Wastewater, Oil and Gas and hydropower industries.

Glenfield Invicta's end to end Project Solutions provide market leading valve, penstock, and engineering site solutions excellence across a multitude of Utility and Non-Utility infrastructure projects.

ABOUT THE ROLE:

An opportunity has arisen for a driven individual, who is passionate about both exceptional customer service and engineering solutions, to provide a dedicated support to the sales, technical and project management functions to the Glenfield Invicta business.

You will be supporting the management of projects from initial quotation through to delivery, with a particular focus on coordinating and attaining customer approval for manufacture.

Key responsibilities include, but are not limited to:

- Review sales enquiries that include specifications, technical drawings, schedules, and scopes of work.
- Communicate with customers to clarify technical requirements at both enquiry and design stages.
- Collaborate with suppliers to ensure expectations with regards to product solutions, quality, documentation, and customer service are met with projects being delivered successfully.
- Prepare quotations as well as providing specialist product and technical advice/support to colleagues preparing them.
- Process sales orders, including the raising of purchase orders.
- Key point of contact of new and existing clients when they seek information about our product range, responding to customer technical queries.
- Maintain current client relationships through providing exceptional customer service.
- Actively contribute to the use and application of CRM for projects throughout the UK.
- Participate in the usage and development of the AVK UK Group training and development academy.
- Hold a technical and commercial understanding of our product range and our partners that provide us with it.
- Hold an understanding of AVK/Glenfield Invicta services as well as the business position of the company and its competition.
- Respond to customer technical queries.
- Maintain close and collaborative relationships with Glenfield Invicta's Engineering Site Solutions Team to ensure all parties are mutually supported.
- Handle customer complaints regarding product range.
- Review product drawings for suitability before submission to customers.
- Manage customer reviews of our product drawings and technical submissions, in line with commercial and contractual considerations.
- Submit documentation to clients, following client protocols.

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ABOUT YOU:

- Qualified by experience from an engineering background or to degree level within a proven engineering/manufacturing/mechanical subject.
- Capable of grasping new technical concepts and providing solutions to technical challenges.
- Comfortable in operating in a customer facing, commercial and project management environment.
- Ability to deal with key customers in a professional manner.
- Excellent communication and solution orientated problem-solving ability.
- Demonstrate attention to detail and observation.
- Flexibility to adjust workload priorities to take account of new deadlines.
- Flexible to travel a few days a month within the UK and occasionally overseas.
- Continuous improvement mindset.
- Independent worker with excellent planning and organising skills.

WHAT WE OFFER:

- A culture of shared values, goals, attitudes, and business growth
- Employee Assistance Programme (Welfare and Wellbeing)
- Competitive salary
- 33 days holiday (including statutory Public Holidays)
- Life Assurance plan (x3)
- Company pension plan
- Discounts and cashback across many high-street and online retailers (Supermarkets, Entertainment, Fashion, Days Out, Technology, Home, and Travel)
- A blend of training to help your career development.

WORKING HOURS:

- 38 hours per week
 - Monday – Thursday 0830-1700
 - Friday 0830-1500

We know that our people make the difference in the AVK Group, and we are looking for skilled, passionate, and driven professionals to work with our inspirational leaders; to promote our culture, enable change and champion a lean environment.

APPLY NOW - Please send your up-to-date CV to careers@avkuk.co.uk