

The Company

Goodridge is the world's leading manufacturer of performance fluid transfer systems. We operate in the OEM, automotive, motorcycle, motorsport, defence and specialist industrial sectors. This dynamic private company manufactures in ten facilities globally and supplies customers around the world with a unique combination of design, innovation, reliability and outstanding service. Goodridge has a turnover of over £35m and operates globally with manufacturing and distribution operations in the UK, USA, Mexico and Europe, employing more than 300 people worldwide.

The Role

To act as a Performance Account Manager in Goodridge UK, this will involve managing existing dealers and distributors, growing the business with them and some new business development.

Key Responsibilities

The company has a wide range of customer specific requirements within the Performance & Motorsport divisions. The post holder is required to carry out effective management of the existing customer base whilst maximizing new opportunities.

The successful candidate must be able to: -

- Carry out strategic formulation for future business development.
- Be a self-starter who is able to work well remotely.
- Have excellent time management.
- Engage and lead with Marketing initiatives and strategy especially with trade shows and exhibitions.
- Assist in budget development and maintenance.
- Be the customer voice at Goodridge.
- Demonstrate a positive can do attitude.
- Have involvement of improving current methods and processes where required.
- Performance customer base management, UK.
- Oversee organic growth.
- Maximize opportunity, turnover and profitability of existing and new accounts.
- Identify flashpoint, convergence points and remedying.
- Cost (within remit) / TO control.
- NBO and new customers added to the Portfolio.

Performance standards

The ideal candidate will be professional both internally and externally; constantly striving to improve efficiencies within the commercial department.

Excellent standards of communication, initiative and relations with all other departments are achieved.

The position holder understands and then carries out plans and objectives agreed with their line Manager.

A satisfactory performance is reached to maximize work output.

Always working towards scoring above and beyond customer expectations internally and externally.

The professional standards set out by the company are practiced at all times.

Reporting to be legible and illuminating, professional and data driven.

Experience

A minimum of 1 years' experience in a similar role within a manufacturing company.

Education

Good level education in Math's and English.

Work Status

Full time

Travel

This position will require frequent travel.

Reporting

This person will operationally and functionally report to the P&M Business Unit Manager EMEA&A.

Additional Information.

This role is subject to flexible working hours to suit the requirements of the Company. This role may be developed / changed as and when necessary to consider changes within the organisation in line with the Company's goals, objectives and contractual and legal obligations.

Person Specification

Skill/Expertise	Criteria
Experience of managing customer accounts in an automotive environment.	D
Knowledge of Fluid Transfer systems would be a distinct advantage.	D
Have a keen attention to detail and high levels of accuracy.	E
Strong continuous improvement background with lean manufacturing experience.	D
Excellent communication and IT skills.	E
Conversant with ISO9001 and TS16949.	D
Key responsibilities	
Work on own and remotely.	E
Strategy formulation for future business development.	E
Ensure effective system, procedure, end user and internal documentation is maintained effectively.	E
Provide general good housekeeping.	E
Uphold all Company procedures.	E
Contribute with budget development and maintenance.	E
Organic growth	E
Customer voice at Goodridge.	E
Maximise the opportunity, turnover and profitability of existing and new accounts.	E
Performance customer base management, UK.	E
Identify flashpoint, convergence points and remedying.	E
Can prepare and generate reports using Microsoft Word and Excel.	E
Performance standards	
Be professional internally and externally.	E
Constantly strive to improve efficiencies.	E
Experience	
A minimum of 1 years' experience in a similar role within a manufacturing company.	E
Education	
Good level education in Math's and English.	E
General	
This role is subject to standard working hours however some flexibility may be required.	E