

### The Company

Goodridge is the world's leading manufacturer of performance fluid transfer systems, operating 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 £47m and operates globally with manufacturing and distribution operations in the UK, USA, Mexico and Europe, employing more than 400 people worldwide.

### The Role

- To act a Project Co-Ordinator within the OEM division, EMEA&A region of Goodridge Ltd.
- This is a cross functional role within the Commercial Department reporting directly to the OEM Sales Manager, responsible for a group of OE customers.
- To work both independently and lead a project team to manage customer requests and activities from obtaining the RFQ to Job 1 + 90 days, ensuring project milestones and KPIs are successfully met.
- To understand customer needs and actively engage, enable and promote Goodridge Ltd products and solutions to ensure customer satisfaction is achieved to the highest standard.

### Key Responsibilities

- To maximise the opportunity, turnover, and profitability of new and existing OEM customer accounts.
- To lead, manage and co-ordinate a number of OE customer projects from initial enquiry (RFQ) through to prototype and production builds (Job 1 + 90 days).
- To act as the customer facing contact for key account and project related enquiries.
- To act as an initial customer facing contact to identify, interpret, and communicate the customers technical and New Product Introduction requirements successfully within the business.
- To co-ordinate and manage the achievement of the project milestones by progressing through the project gateway process and managing the project roles and responsibilities effectively.
- To generate and manage the project timing plan, project meeting minutes and project related open actions.
- To ensure changing OE customer requirements/ expectations are recorded and administered correctly, via formal sales and project management tools and processes (i.e. in accordance with IATF and Goodridge QMS).
- To support internal change management requests in support of overall business improvements.
- To drive, establish and maintain strong business relationships with new prospects and existing customers.
- To identify and manage new and existing business opportunities in specific market areas/ for specific customers, from receipt of initial enquiry through to successful negotiation and conversion.
- To support Key Accounts Managers in the generation of customer quotations where required.
- To support the Customer Service function when required and during periods of annual leave.
- Meet and exceed all required targets relating but not limited to RFQ conversion and on time project delivery.
- Provide and support the preparation of accurate sales forecasts for monthly, quarterly and annual analysis by business stakeholders.
- Provide feedback of market insights/ intelligence to business stakeholders.
- Ensure internal and external stakeholders have full and complete information to perform effectively.
- Ensure compliance to company best practice and professional customer contact and presentation.
- Ensure databases and internal housekeeping is kept up to date with contact details and correspondence.
- Identify, lead and participate in continuous improvement activities to improve efficiencies and effectiveness within the business.

### Desired Skills:

- Excellent communication and organizational skills. Proactive, conscientious, with the ability to display tenacity and resilience.
- Drive to succeed and over-achieve targets.
- Experience/ understanding of both project management techniques and sales process, and how they fit into the wider business operations.

- Strong relationship management, negotiation and influencing skills, demonstrable to both internal and external stakeholders.

Performance standards:

- The ideal candidate will have a successful track record of customer sales growth and delivering customer projects on time and within budget.
- They must be dynamic and driven with a 'can do' attitude, enjoying the thrill of maximizing customer potential.
- The ideal candidate will be professional; constantly strive to improve efficiencies within the commercial team and wider business environment.
- Reporting to be legible, illuminating, professional and data driven.
- Ability to plan customer activities to use business time in the most efficient way.
- Ability to priorities and manage workload appropriately to achieve deadlines.

Experience

Minimum 2 years Project Management/ Key Account Management experience within an OEM manufacturing/ engineering/ technical environment.

Education

General level education in Maths, English and a technical subject, ideally with working knowledge of Microsoft Excel.

Work Status

Full time

Travel

This position requires a limited amount of travel, therefore a full driving license is required.

Reporting

OEM Sales Manager

Additional Information.

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