

JOB DESCRIPTION

JOB TITLE:	Healthcare Sales Manager – Northern Region		
BUSINESS UNIT:	Envirogen Commercial Team		
REPORTS TO:	European Commercial Director		
SUPERVISION OF:	Healthcare Market Manager		

JOB FUNCTION (summary of job function in a few sentences)

This position's primary purpose is to be responsible for and the person should have:

1. Securing and developing new business for Healthcare products (and service) and ensuring that existing customers are supported and managed inline with the direction and strategy of ENVIROGEN both within his/her territory and possibly within other territories. Further this position is responsible for the profitability and expenditure of his/her activities in line with the objective of ENVIROGEN.
2. Working with and supporting the Directors, Managers, Area Managers and Sales Representatives and any third party representatives located within or outside of the territory as required.
3. Managing, training and supporting all ENVIROGEN employees and third party representatives that may or may not report directly to the European Commercial Director to ensure their maximum success inline with ENVIROGEN's guidelines and best practices.
4. The role requires a strong relationship building capability to ensure that ENVIROGEN is projected at all times to be the optimum source of procurement for the water systems, services and products which it offers.
5. The development and consolidation of sales and market share within the Prospect/Customer Account within the territory in accordance with ENVIROGEN's expectations and guidelines.
6. You have a passion for Customer satisfaction and relationship development
7. Good communication & negotiation skills
8. Be results oriented and have a can do attitude

DUTIES AND RESPONSIBILITIES (technical, managerial, financial, safety, quality)

• GENERAL:

1. To achieve the annual sales target
2. To represent ENVIROGEN in a professional manner at all times.
3. To comply with all ENVIROGEN codes of Ethics, Policies and Procedures
4. To maintain a Prospect focus and to strive at all times to meet the needs of the Customer/Prospect inline with the objectives and needs as defined by ENVIROGEN.
5. To maintain the highest credible image of ENVIROGEN within the market and territory.
6. Other tasks and responsibilities as determined by senior management as required.
7. To develop, train and maintain the support, motivation and commitment of all staff

• **MAJOR RESPONSIBILITIES :**

1. Achievement of annual sales target.
2. Maintain and establish growth and profitability of ENVIROGEN within the referenced territory in line with the ENVIROGEN's direction and strategy.
3. To provide monthly forecasts, system costings and sales/quotes for the enclosed activities in conjunction with senior management and to manage your own activities to work within these budgets and achieve these forecasts to maximise territory profitability.
4. To review sales, costs and expenses no less than monthly and to provide senior management, as required, with analysis on the actual results to date, and any action plans as necessary to achieve the budgeted and forecasted results.
5. To nurture and develop 'Sales' related business through the development of Key Account Customer/Prospect/OEM relationships, following through upon opportunities and for both new and existing opportunities.
6. Manage, plan and schedule the appropriate resources provided to meet the required objectives of ENVIROGEN's Key Account program.
7. To work with the internal resources of ENVIROGEN to meet the schedule and requirements of the key Account Customer/Prospect and/or agree alternatives.
8. Arranging and attending sales calls to potential Key Account Prospects/Customers.
9. Arranging joint sales visits with key OEM accounts to promote ENVIROGEN healthcare products
10. Maintain regular scheduled Key Account Customer/Prospect meetings to resolve existing and potential contractual issues and to provide the necessary after sales support and advice both to ENVIROGEN and the Customer.
11. Preparing proposals and draft contracts to ensure at all times the objectives of the Key Account Prospect/Customer are met inline with the objectives and needs of ENVIROGEN.
12. Keeping field service management informed regarding the performance, appearance and meeting Key Account Customer requirements of sites within the territory.
13. Visiting sites to collect water samples, conduct surveys, provide initial product trainings and understand the Key Account Customer/Prospect potential needs.
14. Researching the market to identify new areas of business growth.
15. Working with the Technical, Engineering and Operations departments in the development of new equipment trials and marketing new technologies.
16. Cold calling of new Key Account Prospects/Customers to constantly ensure that the market is aware of the full range of systems, services and products of ENVIROGEN to meet their needs.
17. Maintain a current database of existing and new Key Account Prospects/Customers.
18. The ability to travel widely and at short notice.
19. The ability to stay away from home, as required and at short notice
20. Assisting with marketing programs such as seminars, presenting papers and exhibitions as required.
21. Business sales strategy development and implementation.
22. Completion of administration duties as required including monthly report of achievement against target and relevant competitor activity.
23. Oversee EH&S compliance and take action as required.

PRINCIPAL CONTACTS (internal and external)

Prospects/Customers, Healthcare OEMs, Envirogen Service team (internal/external), Clients, Design Consultants, 3rd Party Suppliers, Sales Managers, Market Manager, Commercial Director, Trade Associations

EDUCATION (essential and desirable)

Good literacy and numeracy skills
PC Literate
Positive attitude

SKILLS & EXPERIENCE (essential and desirable)

1. A strong capital/consumable sales and general business background or an experienced Key Account manager from industry who wants to take on a new challenge.
2. Multiple years of experience in industry is required. Technical engineering/water process expertise and excellent Customer problem solving skills are essential.
3. Work must be consistently accurate, timely and complete with emphasis on ensuring that ENVIROGEN maintains good customer relationships
4. Very good communication skills are required with the ability to express information in a clear and concise manner. Adequate preparation for meetings as well as skills in listening and understanding other points of view are needed. Understanding and use of the English language is required.
5. Co-operation with the ENVIROGEN management team is required. Decisions and actions must promote the success of the organisation. Demonstrated commercial negotiation skills are required.
6. Strong customer relationship development skills both for short and long term business development and growth.

ENVIROGEN COMPETENCES (plus other essential competencies)

Customer Focus
 Self responsibility and accountability
 Technical /Professional excellence and innovation
 Transparency and openness of action/communication
 Valuing differences
 Teamwork
 Achievement of sales goal and sales growth combined with ENVIROGEN profitability.
 To ensure that ENVIROGEN is well promoted and known for their systems, products and services within the targeted Key Accounts.
 Punctual completion of internal administration and reporting paperwork.
 Be continuously aware of year to date performance against target.

Completed by	John Jepson	Approved by	
Job Title	European Commercial Director	Job Title	
Date	30 th March 2023	Date	
Signature	John Jepson	Signature	

I have read the above job description and can confirm that I understand and agree to work to its content.

Name	Signature	Date