

3DPRINTUK - Technical Sales Advisor

3DPRINTUK is a young and passionate company within the 3D Printing industry; we are one of the best-known names for Powder-Based Fusion 3D printing and have a reputation for delivering prototypes and end-use products to the highest standards. We are looking for someone for an immediate start to head our customer services team.

Position Overview:

The role of Technical Sales Advisor is an outward facing position and you will be responsible for dealing with customers directly on behalf of 3DPRINTUK. This position is for a full-time role working within the main office due to the need to consult with production staff. After training has completed, there is a possibility for this role to become a hybrid role working occasional days from home.

The individual will need to be customer-focused, passionate, and polite and have 2 - 3 years of experience minimum with Powder-Based Fusion 3D printing techniques and be able to understand and advise customers of best practices for the technologies we offer. Training will be provided on the current protocols and processes that 3DPRINTUK has in place, the individual will also play a part in shaping and developing policies as the company grows so must be prepared to create and deliver presentations/discuss ideas with senior management.

Main Duties:

- Client and trade account management
- Generating new Trade Account customers from new and existing databases
- Answering phone calls and emails about technical information regarding the printing processes and general company information
- Generating and managing customer quotations and advising on best practices
- Tracking orders and managing specific customer requests
- Dealing with non-conformance orders and parts in line with the company's QM policy
- Minor file correction and fixing
- Participating in any face-to-face trade shows, this may require working away from the office location for a few nights at a time. Accommodation, travel, and expenses are covered by the company.

Additional Duties:

- Providing the marketing team with leads for case studies and website information
- Interdepartmental communications
- Creating information packs and participating in monthly Management Review meetings for sales and non-conformances

Future Duties:

It is a condition of your employment that as well as the main duties stated above, employees are willing to take on additional duties as the company grows and new processes/policies are introduced that directly involve this position.

The resources you will use:

- STL 3D viewers
- 3DPRINTUK's own developed order management software 'Ops'
- Microsoft Office
- Laptop
- VoIP phone lines and apps
- Email clients

Working hours:

- 9 AM - 5 PM Monday to Friday
- Rest periods totalling 1 hour to be taken throughout the day *e.g. 1-hour lunch break or 2 x 5-minute smoking breaks + a 50-minute lunch*
- On rare occasions, you may be required to work outside of these set hours for task completion. This will not be a regular occurrence but is a condition that candidates must be aware of.

Salary:

- The base salary for this position is £30,000.00 - £35,000.00 depending on number of years of previous experience
- Salary review held annually at company year-end (August review for implementation in September)
- Individual Christmas bonus based on performance

Perks:

- Staff events and meals
- Pension will be set up in your name as per the Workplace Pension Scheme
- 21 days personal holiday + bank holidays + an enforced shut down over the Christmas period (additional to the 21 days)
- Occupational Health Check carried out at regular periods
- Additional generous 'Special Leave' days can be requested as per the company handbook for things such as property moves, volunteering etc.
- Printing allowance – you have access to some of the highest quality printers on the market, so it is only fair we offer an allowance of £100 of free parts to be printed per month, parts are subject to approval by management.

There will be a 3-month probationary period that will be used to test your ability to meet the requirements for this role. A meeting at the 2-month mark may be used as a performance review.

Due to the nature of powder-based 3D printing, full Personal Protective Equipment (PPE) will be provided free of charge, in certain situations face masks may need to be worn if working in dusty environments, these masks are fully P3 rated for the level of dust, but they can be restrictive in nature. We advise people that suffer from Asthma or other respiratory conditions to consider this before applying. Use of these masks will be limited and only used when necessary.

It is also vital that all employees understand that full compliance with all Health and Safety policies are mandatory. Failing to comply with these policies can result in termination of your employment with 3DPRINTUK.