

Contract Sales Account Manager



part of the Trifast plc Group

Who we are

At TR, part of Trifast plc, we're more than fasteners—we're the trusted partner behind some of the world's most advanced industries. As a global leader in the design, engineering, manufacture, and supply of fastenings and Category 'C' components, we deliver smart, efficient solutions that enhance performance across major assembly operations.

From Automotive to Smart Infrastructure and Medical Equipment, our focus on engineering excellence and streamlined supply keeps us at the forefront of progress.

We're looking for a driven and dynamic Contract Sales Account Manager to contribute to our continued success on a fixed term 12 month contract.

We are looking to recruit a Contract Sales Account Manager on a fixed term (12 month) basis to join our team based at our site, East Grinstead (RH19 1XZ). The role is 37.5 hours per week 08:30 – 17:00.

For the first 6 months the role will be fully office based. Upon completion of a probation period, this will be reviewed with the possibility of going hybrid.

The Role

The Contract Sales Account Manager will be responsible for managing and growing a portfolio of customer accounts. This role involves building strong relationships with customers, understanding their needs, and ensuring efficient sales order management and customer satisfaction. The ideal candidate will have a proven track record in sales, excellent communication skills, and a passion for delivering outstanding results.

Key Tasks

- Develop and maintain strong relationships with customers.
- Ensure daily routines are in place and maintained to ensure smooth running of customer account.
- Work with customer to ensure underwritten stock is taken in a timely manner
- Work with key stakeholders across the business make sure customer needs and expectations are met.
- Gain understanding of the customer contract so we can meet the customer requirements.
- Participate in regular sales meetings
- Participate in Business Reviews on the customer premises
- Collaborate with the supply chain team to review customer forecast to help ensure budget success.
- Escalate concerns in a timely manner to the appropriate person.

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- Commit to, and work towards, any objectives and targets set by direct manager or team leader including but not limited to:
 - Margin Management
 - OTIF
 - Aged Debt

The Candidate

We are seeking a service-driven individual with excellent attention to detail and strong problem-solving skills. The ideal candidate will have excellent communication and interpersonal abilities, combined with a good standard of numeracy and literacy. Proficiency in Microsoft Office applications; particularly Word, Excel, and Outlook is required, and experience or proficiency in Microsoft D365 F&O is preferred.

The successful candidate will be self-motivated, capable of working independently, and able to contribute effectively as part of a team. The role requires someone who can manage tasks efficiently while maintaining accuracy and supporting a collaborative working environment.

What we offer

- **25 days holiday + 8 bank holidays. The business does observe a Christmas shutdown period and a maximum of 4 days will be deducted from employees annual leave entitlement.**
- **On-site parking**
- **Life insurance *4 basic salary**
- **Pension**
- **Employee Assistance Programme**

To apply

If you are interested, know of someone who might be or have any queries, please contact:

careers@trifast.com

To apply for this role, kindly send your CV and specify the position you are applying for to the above email.