

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 global scale.

We are looking to recruit a Contract Sales Account Manager on a permanent basis to join our team based at our National Distribution Centre in Walsall.

The Role

The 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.

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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
- Escalate concerns in a timely manner to the appropriate person.

The Candidate

We are seeking a service-driven individual with excellent attention to detail and strong communication skills, both verbal and written. While experience in sales and knowledge of fastenings would be advantageous, they are not essential as full training will be provided. Familiarity with Microsoft Outlook is required, and experience with Dynamics 365 (D365) would be beneficial, though training will also be given.

The successful candidate will be self-motivated, physically capable, and able to thrive in a fast-paced environment while meeting deadlines. Strong organisational skills, the ability to prioritise tasks, and a proactive approach to problem-solving are essential. Building and maintaining positive relationships with both internal and external customers is a key part of this role.

What we offer

- On-site parking
- Life insurance
- Pension
- Employee Assistance Programme

To apply

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

Tiago Lopes

Group HR Advisor - careers@trifast.com

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