

JOB TITLE	Commercial Manager
LOCATION	Aberdeen / UK / Hybrid
REPORTING TO	Chief Commercial Officer
EMPLOYMENT	Permanent

DESCRIPTION OF FUNCTION

Maintaining Customer relations, recognize business opportunities, negotiate contracts and offering direction and instruction in order to ensure the market share of the company.

JOB RESPONSIBILITIES & DUTIES

General

- Increasing the values of current customers while attracting new ones
- Define and reach the individual sales goals in line with the company strategy and growth ambitions
- Be the link between the company group and local business and clients

Recognise Business Opportunities

- Winning new business
- Analysing organizations and individuals to find new opportunities
- Seeking opportunities which will lead to further development and growth world wide
- Market intelligence

Maintain Customer Relations

- Handling the client accounts and corporate key accounts that fall under the pre-described portfolio
- Handling complaints/non-conformities/feedback

Negotiating Contracts

- Ensure the scope of work is clear
- Deal with modification requests
- Negotiate terms and conditions and persuade (potential) customers
- Keeping track of customer contracts
- Resolving contractual and commercial problems

Offering Direction and Instruction

- Inform/assist/guide the tender office while making RFQ/RFI/tenders in the pre-described area or scope
- Once a contract is signed ensuring that the financial aspects and impact of a contract are clear to all parties by organizing a handover meeting to the project management office and stay informed of the progress of the project.
- Ensuring that all stakeholders, such as administration, operations, etc. understand and adhere to contractual obligation; reflecting them accurately.
- Align, inform and work closely together with the Business Unit Leader/Line Manager.

QHSE Knowledge –

- Company policies, procedures and relevant documentation
- Identification & location of QHSE related documentation.
- Key elements of risk assessment.

QHSE Ability –

- Comply with QHSE policies, procedures and all relevant documentation.
- Comply with compliance audits and participate in ISO audits when requested.
- Apply and implement company QHSE procedures including incident reporting, registration & investigation.
- Participate in drills, training and any other QHSE employee consultation participatory activities.
- Take reasonable care for the health, safety & environment of themselves & of others who may be affected by their acts or omissions at work & to observe and follow the relevant systems, rules & methods of working.

CAPABILITY PROFILE; KNOWLEDGE, SKILLS AND EXPERIENCE

Hard Skills –

- Good knowledge (written and spoken) of English, knowledge of other languages is a plus
- Good knowledge (written and spoken) of the area language is a must to execute the roles and responsibilities described in the job description.
- Ability to communicate with people at all levels
- Good knowledge of MS office package

Soft Skills –

- Customer Focus
- Managing Relationships
- Negotiating
- Integrity & Trust
- Presentation skills
- Written communication
- Good time management skills
- Ability to communicate with people at all levels