

JOB DESCRIPTION – Service Sales Manager

Job Title	Service Sales Manager
Date Reviewed	August 2023
Responsible To	UK Service Sales Manager
Responsible For	None
Location	Dublin, Ireland

Business Profile

AVK are the UK's leading provider of critical power systems and maintenance that guarantee reliable power. For 31 years we've been supplying UPS systems, standby diesel generators and more recently Battery Storage and Gas Generation solutions providing our clients with reliable back-up power schemes for their mission critical services & systems.

We are trusted by many of the UK's largest Data Centre operators, Finance & Banking providers and Telecommunications companies to design, install and maintain 100% power integrity by providing diesel/gas generators, uninterruptible power systems, battery storage, switchgear, protection relays and turnkey solutions.

AVK specialise in all aspects of the design, planning, implementation and on-going maintenance of critical power systems. We provide solutions for standard or large scale bespoke applications, covering all project sizes from £1k up to £30m. Our extensive and growing client base reflects our highly regarded reputation for both quality and service.

Overview

This role will be focused on expanding our customer base within the Irish market through an effective sales strategy, overseeing the full sales cycle from identifying opportunities to successfully closing deals. It will involve generating leads and proactive sales through direct, indirect, promotional and networking activities, whilst building relationships with potential business clients and intermediaries to sell them our services and products.

Responsibilities

	To generate new AVK business for generator systems, as well as seek to expand the market with regards to UPS and battery systems.
	Promote additional service offerings, i.e. hire, fuel polishing, fuel system inspection, loadbank testing and battery impedance testing where possible.
	Develop and grow key client base expanding the AVK major account portfolio, maintaining a high presence and profile.
	Working alongside the service and project sales team to identify and develop new business opportunities through cross selling and upselling.

	To support designated customer's requirements to ensure the services are delivered professionally and proactively.
	Actively promote the AVK service offerings through marketing campaigns and effective email and telephone communications.
	Identify and develop new business opportunities outside of the portfolio through recommendations, networking and industry knowledge.
	Prepare quotations and advise on pricing and ensure all quotation requests are handled correctly.
	Act as a interface for the resolution on any issues, disputes or problems during pre-sales and post sales to maintain total account management of the designated account.
	Prospect the existing installed base for service sales.
	Support implementation of account plans for each customer to deliver incremental and profitable growth and support.
	Support the handover process following successful tender submission to the Service Department team and Project team where appropriate.
	Contribute to ad hoc projects as required by the business.
	Building relationships with other parts of the business.

Person Specification

Minimum of 3 years' experience working within FM and/or M&E business sector	Desired
A passion for service excellence and the ability to work and remain calm under pressure	Essential
Outgoing, confident personality with tenacity and resilience	Essential
Self-motivated and ability to work on own and as part of a team	Essential
Excellent interpersonal, presentation and communication skills	Essential
Experience working with multiple sub-contractors	Desired
Experience of project management	Desired
Knowledge of diesel generators, fuel systems and associated controls.	Essential
Knowledge of static UPS systems and evolving technology.	Desired
Excellent record keeping and sales skills	Essential
The ability to engage with multiple stakeholders, developing rapport and business relationships	Essential