



**Job Description for the Role of:-**

***Customer Project Management***

Job Description created: 24.08.2022

The responsibilities of all members of SICK (UK) LTD shall include:-

- A) attaining and maintaining a level of computer literacy commensurate with the requirements of their role within the company;
- B) assisting in the maintenance of the Quality Systems through:  
  
Maintenance of the Quality Documentation  
  
Where appropriate, raising nonconformances and informing the Quality Manager of any deviations from the Quality Documentation
- C) maintaining a level of presentability commensurate with their role within the company;
- D) informing the relevant Manager of any requirements regarding training;
- E) maintaining a basic knowledge of all products / product groups within the company;
- F) maintaining knowledge of all services offered by the company;
- G) carrying out any reasonable task as requested by any member of the Management Team.

The post holder "Customer Project Management" reports to the Senior Manager – FA/LA Systems and Service.

The activities and responsibilities of the role of the post holder "Customer Project Management" shall include:-

**Project Orders / responsibilities**

- 1) acquiring and maintaining knowledge of the Company's products, services and their applications with special emphasis on Logistics and Factory Automation
- 2) in conjunction with the Senior Manager – FA/LA Systems and Service ensuring that Systems are being purchased within the agreed margins
- 3) attending customer site meetings as and when required
- 4) creating and issuing customer quotations as and when required



- 5) ensuring customers' Terms and Conditions are compliant with SICK UK's Terms and Conditions for the Supply of Goods and / or Services; where there are exceptions ensuring the customer's agreement is obtained
- 6) processing customers' orders, placing purchase orders on SICK AG and 3<sup>rd</sup> Party Suppliers ensuring that both the Customer and the SICK Project Manager are kept informed of delivery dates / changes to final invoicing. Handling order processing via SAP.
- 7) working with the Project Manager to ensure the smooth and efficient delivery of projects
- 8) coordinating delivery of equipment on site for installation
- 9) maintaining project and CRM folders by ensuring that orders, order acknowledgements etc are available
- 10) provide project finance reports as required to Managing Director and Senior Manager – FA/LA Systems and Service
- 11) monitor project costs and report any variances to Project Manager and Senior Manager – FA/LA Systems and Service
- 12) ensuring that the Project Responsibility Spreadsheet is actioned by the Sales Engineers; if necessary the Senior Manager – FA/LA Systems and Service will assist
- 13) maintaining CPM documentation
- 14) maintaining CPM tool (on CRM) & documentation
- 15) Time recording for Systems Engineers for all project-based activities and non-System orders requiring installation, except contracts and breakdowns
- 16) providing cover for the main tasks for the Projects and Service Administrator – Systems Plus during periods of absence

### **General Activities**

- 1) processing non-System standard orders for defined key account Systems customers
- 2) acting as Authorised Signatory regarding the management and maintenance of Airport Security Schemes e.g., for London Heathrow, London Gatwick and Manchester Airport; responding to all Airport Pass requests/requirements; issuing passes and visitors passes, on-going pass management for full ID passes (e.g., unparking of passes), and managing the re-registration processes
- 3) managing travel arrangements for Systems Plus Engineers; managing and maintaining the Travel Folder with accurate documentation; assigning travel costs to projects and order as required
- 4) managing the Systems Plus Barclaycard; reconciling Statements or Vendor Accounts



**Return to Base Repairs**

**(Cover Only)**

In the absence of the Repair and Technical Support Engineer – Systems Plus, cover to be carried out by: Systems Plus - Project Manager – Project Administration/Service Coordinator/Projects and Service Administrator:

- 1) Dealing with customer repair requests and provide repair / replacement options
- 2) Liaising with SICK AG, also with regards to Repair Tracking
- 3) Carrying out Warranty Tracking
- 4) Repairing Logistics-Ensure Repairs

**Support, also Onsite (Cover Only)**

In the absence of the Service Coordinator, cover to be carried out by: Systems Plus – Project Manager – Project Administration/Repair and Technical Support Engineer/Projects and Service Administrator:

- 1) dealing with customer requests for site visits: preparing and issuing site visit quotes and ensuring that customers submit relevant purchase orders
- 2) processing customers' orders in the ERP systems and liaise with Systems Plus Team regarding engineer availability and ensuring that procedures are adhered to throughout
- 3) obtaining and filing Engineer Visit Reports
- 4) allocating costs to SAP

**Support Contracts (Cover Only)**

In the absence of the Service Coordinator, cover to be carried out by: Systems Plus – Project Manager – Project Administration/Repair and Technical Support Engineer/Project and Service Administrator:

- 1) preparing Contract Proposals incl. 3<sup>rd</sup> Party cover and converting to Contracts where required
- 2) checking and preparing costings using the Contract Costing Calculator
- 3) processing Contracts in the ERP System, following procedures throughout and allocating associated costs
- 4) reviewing Contracts which are due to expire with a view to renew them
- 5) assisting with Contract Marketing

Member of Staff's Name	Signature	Date
Their Manager's Name	Signature	Date
Mark Harris		