



Person Specification:

## **Customer Project Management (CPM) – Systems Plus (full time)**

Created: 24.08.2022

SICK (UK) LTD, a market leader in industrial sensor technology for Factory and Logistics Automation, endeavour to provide excellent customer service in all areas.

In order to support the Systems Plus sales and support team the company is looking to recruit for the role of Customer Project Management (CPM) – Systems Plus to provide back office support.

Functions within the Systems Plus Department:

- Support of currently approximately 20 sales and service personnel with administration, quotation preparation, interaction with customers, maintaining and managing spreadsheets, keeping system tools up to date and general housekeeping
- Placing of customer orders on Germany followed by confirmation, tracking, if necessary chasing and final invoicing. Order processing via SAP
- Monitoring of project finances
- Supporting the external Project Manager in delivering projects
- Maintaining Customer Project Management (CPM) processes and documentation
- Customer management via CRM

### **Key attributes and qualifications**

- Business Administration qualification or equivalent experience
- Project management experience or qualification
- Strong technical back ground and understanding
- Experience in Sales Office Administration within the electronics industry or in engineering
- Experience in order processing is essential
- Experience in preparing tenders, quotes, orders and credit notes
- Strong numeracy and literary skills
- Commercial awareness and able to apply it for e. g. pricing, profitability
- Ability to use databases
- Ability to understand and work with engineers
- High level of computer literacy, especially in MS WORD and Excel
- Ability to work on more than one project at a time
- SAP experience would be beneficial
- Microsoft Dynamics 365 – CRM experience
- Full driving licence



### **The Candidate will**

- have a high level of self motivation with attention to detail
- be flexible and have a “can do and will do” approach in a technical environment
- proactively check for and keep track of outstanding project related tasks
- be given the opportunity to acquire technical knowledge
- have good organisation and time management skills
- have strong communication skills and customer service approach
- be able to work on their own as well as part of a team

For the right candidate this is a challenging role with a great deal of scope.