

**FILTRATION GROUP, LPF-** Liquid Process Filtration - is a combination of the Amafilter and PCI companies. They are international players in the market, based in the Netherlands and Poland and are part of Filtration Group Inc. ([www.filtrationgroup.com](http://www.filtrationgroup.com)). The core activities of the AMAfilter Lochem site are the design and production of filter installations aimed at separating solids and liquids, selling and servicing these installations. PCI Membranes are specialized in custom-built crossflow membrane filtration systems for liquid separation in the process industries.membranes.

We are looking for an experienced

## **(senior) Commercial Customer Service Manager**

The Commercial Customer Service Manager (CCSM) is responsible and directly accountable for the achievement of the department's commercial goals (order intake) as well as the day-to-day implementation of all commercial operations including process improvements within the (commercial) organization of Amafilter B.V.® and PCI membranes (aligned as Liquid Process Filtration).

The Commercial Customer Service Manager reports to the Global Sales Director LPF of business unit Liquid Process Filtration (LPF).

### **Primary purpose:**

This position is responsible for achieving the set order intake goals and for managing the employees reporting to the position. Other key responsibilities are improving, developing, implementing and evaluating the commercial processes within the set guidelines. These are (in particular) the processes that need to be improved across multiple companies within LPF.

### **Key accountabilities**

#### **A Commercial Customer Service:**

- Creating an AfterMarket (AM) focused sales plan, in line with the International Sales Director LPF and company's sales strategy, including timely actions
- Preparing and performing weekly sales meetings and 1-1's
- Analyzing statistics and compile accurate reports
- Managing and facilitating customer visits by employees
- Managing customer information/contracts (incl. NDA's)
- Empowering the company strategy and ensure all employees work accordingly
- Salesforce RFQ/OPP funnel-management, to achieve unweighted funnel goals
- Set and agree upon priorities in the to-do list/action plans
- Identifying and developing new business opportunities (within focus markets and applications)
- Achieving growth and hitting sales targets by successfully managing employees and by assessing the teams strengths and weaknesses

#### **B Management & Procedures:**

- Managing all team members (declarations, holidays, travel, etc.)
- Making/keeping up to date adequate job descriptions of all team members
- Creating Personal Development Plans for all employees reporting to this position
- Monitoring assessment reviews and keep track of annual performance
- Securing plans between the sales responsible managers and Customer Service align and support each other to the same goals.
- Part of the AMA filter Management Team

### **Skills and Experience qualifications:**

- Expression skills in foreign languages (English language spoken and written)
- Business Degree/operational management degree and/or relevant experience
- 3-5 years management experience (in customer service), leadership skills, operational efficiencies
- Experience in filtration/food & beverage/life sciences, or in a company producing/selling technical components/spare parts, or systems

- Ability to lead change in a business environment – supported by examples of implementations, measurable results, and resilience to organizational resistance
- Experience working in an international, geographically dispersed team
- Doer personality, someone who acts with strong decisiveness and execution capability
- Ability to interpret and process facts and data, and based on that: recommend solutions, create plans, make decisions
- Ability to communicate effectively at the executive level
- ERP SAP system and SalesForce is an asset
- Good working knowledge of Microsoft Office, particularly Excel
- Ability travel frequently to Holland and/or Poland as well as to customers in the EU

**What we offer**

A competitive salary in addition to an inspiring and international working environment. You will work together with an enthusiastic team of colleagues (national and international) and opportunities to develop yourself.

Are you the energetic Commercial Customer Service Manager we are looking for?

Then apply now and send your resume and motivation letter to the below contact details no later than June 10<sup>th</sup> of 2025.

For more information about this vacancy, please contact Mr. Jelle Janssen, International Sales Director LPF by phone on 00-31 (0) 6-21 52 28 08.