



ASL Job Description

Position: Client Success & Sales Executive

Department: Customer Fulfilment

Here at ASL we pride ourselves on the highest standard of quality, adopting a work hard/ play hard ethic. It's a fast-paced environment where no two days are the same and we reward our employees for keeping pace! ASL work and live by our company values and award those who exceed these values. We have small body of staff which means we have sociable, warm and friendly environment. With competitive pay packages and a host of perks provided by our reward partners, we welcome you to join our team and further your career in the aerospace industry!

We are looking for a Client Success & Sales Executive who will play a pivotal role in supporting the sales function, ensuring customers receive an exceptional service experience from quotation to aftercare. This role combines operational responsibility for RFQs, quotations, and compliance processes with proactive customer success and business development activities. The successful candidate will act as a central point of contact for both customers and internal teams, helping to drive sales performance while maintaining efficiency and compliance.

Responsibilities & Scope of Work:

- Prepare and review customer quotations, escalating higher-value opportunities to senior personnel as required.
- Coordinate and implement RFQ responses, ensuring accuracy and timely submission.
- Process purchase orders, conducting thorough contract reviews to ensure compliance and correctness.
- Maintain and update customer guides, process documents, and internal resources.
- Serve as a primary point of contact for customers, delivering prompt, tailored solutions to queries and concerns.
- Manage the customer journey across the full sales cycle, including pre-quotation, quotation, order processing, delivery updates, and aftercare support.
- Identify and develop new business opportunities by building on existing customer relationships and expanding potential networks.
- Set, monitor, and track sales account targets in line with company objectives, reporting progress regularly.
- Analyse performance and recommend actions to improve sales outcomes, conversion rates, and overall growth opportunities.

Requirements:

- Strong organisational skills with the ability to manage multiple tasks and priorities simultaneously.
- Excellent written and verbal communication skills with a customer-focused mindset.
- Commercial awareness with a strong understanding of (or interest in) the aerospace/defence industry.
- Analytical mindset, able to interpret data and identify opportunities for improvement.
- Proficiency with CRM systems and commercial platforms (e.g., ILS, Partsbase).
- Proactive and solution-driven, with the ability to work independently as well as collaboratively.
- Advanced skills in Microsoft Office 365 (Word, Excel, PowerPoint, Outlook) with strong document, presentation, and data-handling capability.
- Experience with Adobe Acrobat/Creative tools for document preparation and presentation support.