



ASL Job Description

Position: Sales Account Manager

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 Sales Account Manager who will be responsible for developing and maintaining strong customer relationships, driving revenue growth, and ensuring clients receive an exceptional service experience from initial enquiry through to aftercare. This role focuses on managing accounts, identifying new opportunities, and maximising sales performance while maintaining compliance with industry standards. The successful candidate will act as a trusted partner to customers, working closely with internal teams to deliver solutions that meet client needs and align with company objectives.

Responsibilities & Scope of Work:

- Manage a portfolio of key accounts, serving as the primary point of contact for all customer interactions.
- Develop long-term relationships with clients, ensuring satisfaction and retention.
- Identify and pursue new business opportunities within existing accounts and new customer networks.
- Set, monitor, and achieve sales account targets in line with company objectives.
- Conduct account reviews, analysing performance and implementing actions to improve sales outcomes and conversion rates.
- Prepare and present quotations, ensuring accuracy and profitability.
- Negotiate terms, pricing, and delivery to achieve mutually beneficial agreements.
- Support RFQ responses and ensure timely submission of proposals.
- Process purchase orders, conducting thorough contract reviews to ensure compliance and correctness.
- Provide tailored solutions to customer queries, ensuring a responsive and professional service.
- Manage the full customer journey, from quotation to delivery updates and aftercare support.
- Collaborate with internal teams to ensure seamless delivery of customer requirements.
- Maintain and update customer documentation, processes, and account records.

Requirements:

- Proven experience in sales or account management, ideally within the aerospace/defence or technical industry.
- Strong relationship-building and negotiation skills with a customer-first mindset.
- Commercial awareness with the ability to balance profitability and customer satisfaction.
- Excellent written and verbal communication skills.
- Analytical approach, with the ability to interpret sales data and identify opportunities for growth.
- Proficiency with CRM systems and commercial platforms (e.g., ILS, Partsbase).
- Strong organisational skills with the ability to manage multiple accounts and priorities.
- Proficient in Microsoft Office 365 (Word, Excel, PowerPoint, Outlook); Adobe Acrobat skills desirable.