



Shannon Foynes

PORT COMPANY

CUSTOMER DEVELOPMENT OFFICER

Shannon Foynes Port Company (SFPC) is Ireland's second largest port operation currently handling in excess of 11 million tonnes per annum. The estuary is Ireland's main deep-water facility with a channel depth of in excess of 18 meters and a handling capacity for large vessels up to 200,000 deadweight tonnes (dwt). Supporting large-scale capital-intensive industry. SFPC handled over 11 million tonnes of goods in 2016. It remains the largest dry bulk port in Ireland. SFPC annually facilitates trade valued at €7.6bn supporting 3,648 jobs.

The Company's customer base extends across many sectors including the industrial, energy, agricultural, recyclable and renewable sectors to name some. Consequently, it facilitates a diverse trade mix in the dry bulk, liquid bulk and break-bulk categories. Importantly the Company not only facilitates the movement of trade within its port estate and harbour but is developing as a large-scale distribution and industrial hub. In recent years, the port has proven to be an attractive location for large scale infrastructural and industrial investment, for example €290m is projected to be invested by the Port and its customers for the period from 2015 to 2019.

The company plans to develop and expand its existing customer base by providing new and/or improved customer offerings and services. In doing so the company will leverage its extensive asset base (such as, for example, the 1200 hectares of land zoned for port use), its unique maritime advantages and its highly efficient and flexible services. To this end, it is necessary to build stronger relationships with the customer base and work with them to develop mutually beneficial solutions/services and offerings.

Reporting directly to the Business Manager, the Customer Development Officer is a new role tasked with developing and managing the existing and future customer base for all ports under the remit of the company. The role requires an individual with the desire and ability to network nationally and in doing so identify potential opportunities for the Shannon Estuary which they will develop in conjunction with the Business Manager and team.

Key areas of Responsibility are:

1. Customer Relationship Management System

- Identify and implement an appropriate CRM System for the company.
- Populate, develop and manage the system so that it becomes the system of choice for all customer engagement and development.
- Provide historical and present key customer data including and not limited to existing contractual agreements and pricing.
- Develop communication norms and a process to ensure optimal engagement by client.
- Provide a closed loop feedback process to manage the customer communications and engagement.

2. Existing Relationship Management

- In conjunction with the business manager develop a process that will engage, secure and strengthen direct relationships with existing and new customers by line of business

- Meet, define and understand each customer's requirement. Ensure that their needs are being met and where appropriate document, resolve and/or escalate issues that are having a negative impact.
- Ensure that each customer has a full understanding of the company's abilities and capabilities and identify any and all potential opportunities where the company can help develop existing or new business.
- Develop and implement an improved process to understand and manage existing customer requirements.
- Work with the relevant departments to effectively map, maintain and aid the management of storage within the port.
- Develop an improved customer quotation management process to ensure that all key departments are aware and in lock step with each proposal.

3. Marketing

- The role will require supporting and increasing the recognition of the brand in the local community/region and business environment within the country
- Manage online and social media and ensure the content is relevant and effective.
- With the Business Manager develop, evaluate and manage existing and new marketing programs to support brand development including any and all paid subscriptions.
- Attend conferences and events and represent the company as required at a national level.
- Develop reporting metrics and KPI's that represent the brand development program.

Working very closely with the Business Manager this role will require:

Personal Attributes

- A person who is goal driven and eager to develop and succeed
- Proven networking and communication skills
- Can demonstrate empathy while retaining a position.
- Experienced in negotiations.
- Ability to interact effectively at all levels with an organisation and foster relationships
- Comfortable with significant amounts of national travel

Qualifications/Experience

- Degree level qualification, ideally in Marketing/Business
- Proven track record of success in business development in the area of supply chain disruption, most likely in a relevant industry sector such as logistics, agriculture or energy
- Ideally past experience in unitised traffic management or the shipping industry

Applications should include a full CV and sent by email to Maurice Carr at BDO Recruitment (email mcarr@bdorecruitment.ie / phone 061 214223), by 28th February 2019. Applications received after this date may not be considered.

Canvassing will disqualify. Requests for information on the progress of an application must be made only by the applicant directly to Maurice Carr.

For further information on Shannon Foynes Port Company see our website www.sfpc.ie

Shannon Foynes Port Company is an Equal Opportunities Employer