

## External Account Manager (Household, Industrial and Institutional)

We are looking for an enthusiastic External Account Manager to join our team within the Household, Industrial and Institutional sector. The ideal candidate will attract, build, and maintain business through effective promotion of the company, products, and services within the HI&I sector. They will also be responsible for sales activity and maximising performance across our account portfolio.

### About Surfachem

Surfachem, a 2M Group Company, is a leading, global distributor of speciality chemicals. We distribute an extensive portfolio of speciality chemicals into a range of application areas, including our core markets - Personal care, Household, Institutional and Industrial care, and Pharmaceuticals. Working with industry-leading manufacturers, Surfachem acts as a synergistic link between our suppliers and customers to deliver chemistry for a better life. From start-ups to supermarkets and multinational brands, our ingredients are a fundamental part of your everyday routine.

### What we offer

**Job type:** Full-time

**Salary:** Competitive

**Work environment:**  
Remote/Field Based

**Location:** Field Based  
Position

**Work-life balance:** Family friendly and flexible working hours, holiday allowance – 23 days on starting plus UK Bank holidays, companywide bonus scheme

**Health & wellbeing:** Free standard eye tests, family healthcare/private medical scheme, open plan office with free fruit, tea, coffee and juice, free counselling app for all employees

**Career progression:** Study support and study leave for professional qualifications, excellent and genuine career progression opportunities, option to apply for the 2M Future Leaders' programme

**Community and volunteering:** A chance to be involved in our CSR initiative, the 2M STEM programme, volunteering with kids in schools, volunteer paid time off – 2 days per year

### Key Responsibilities

- Comprehensively promote Surfachem product range and services to all current and prospective customers within designated geographic/account responsibility.
- Lead all price and service negotiations within agreed commercial parameters.
- Prepare quotations/respond to price requests/respond to sample and information requests rapidly and completely to create best customer impression. React in the visit whenever possible.
- Escalate to management any issues which could result in any significant opportunity or volume loss.
- Accurately document customer meetings and establish rigorous follow up mechanisms to maintain momentum and close sales deals.
- Direct and support outbound sales call activity of internal sales resource.
- Support specific sales campaigns required to satisfy supplier agreements and /or alleviate surplus stock scenarios.
- Meet/exceed agreed monthly, quarterly, annual sales and any other performance targets.
- Utilise all sales and marketing resources and tools provided to enhance sales capability and performance.

### Skills, Qualifications & Experience

#### Essential

- Communication
- Negotiation
- Organisation and Planning
- Commercial Acumen
- Computer literacy (basic Word and Excel)
- Sales Account Management
- Chemical industry/products/services
- Full UK Driving Licence

#### Desirable

- Working in a commercial environment
- Degree in life science or business subject
- Strategic Planning
- Numerical agility
- Chemical Distribution
- Field Sales