



**WE ARE  
INVISIBLE.**



**YOU ARE NOT!**

*FUCHS is the world's largest independent supplier of innovative lubrication solutions, covering almost every industry and application. Our products and solutions keep the world moving even though they are not always visible. What matters is that each of our over 6,000 employees in over 50 countries is visible – their entrepreneurial spirit, ideas, and skills are the foundation of our global business. Come be seen at FUCHS by joining us as:*

## **Commercial Contract Manager Smart Services – Industrial Division**

### **Your areas of responsibility:**

This role is responsible for the commercial performance of our service contract customers, which are categorised under our “Smart Service” program.

Fuchs currently has a growing market share within the Industrial sector, built on successful and targeted sales plans. The Industrial Division has pursued a strategic business development policy centred around a reliability and service-based model, which has contributed greatly to the overall success of the business.

This role has arisen due to the continued success of this strategy and its future importance to the business. Part of the role will also include working alongside our Global Smart Services Team to further develop product and service offering in line with market requirements.

The role has 2 key functions, to maximise sales of the company's products and services within existing customers, and to retain these customers long term, as well as to seek, develop and convert similar contracts within other potential customers.

Working to achieve defined profit targets, this role will be measured on the ability to identify, develop and deliver profitable sales in this channel.

Working in close co-operation with an established and experienced team of Operational Managers and Sales Executives, this role's key responsibilities include:

- Overall commercial responsibility and accountability for existing contract P&L.
- Develop and execute strategies to achieve revenue growth targets and secure contracts long term.
- Increase sales through building and maintaining strong relationships with key decision-makers to understand their business needs.
- Conducting market research to identify potential clients, competitors and new opportunities.
- Review, analyse and understand new business opportunities and then plan, prioritise and execute conversion strategies accordingly.

To execute this strategy, you will utilise your experience as a sales professional to deliver these goals. In terms of achieving these, typical activities may include, but not limited to:

- Work closely with technical, operations and reliability teams to create and execute a customer strategy plan for current and prospective customers.
- Introduction of all new product technologies, working with various internal and external stakeholders to deliver process improvement, total cost of ownership and financial gains.

- Organising and leading monthly and quarterly customer review meetings to understand and deliver customer goals, and complete key actions in a timely manner.
- Resolving any technical or product issues utilising the central technical department of Fuchs
- In collaboration with Fuchs Equipment and Reliability Teams, propose best-in-class solutions to customers to drive process improvements, and reduce total cost of ownership.
- Working with the Operations Team, ensure all service level agreements and key performance indicators are being achieved in line with the scope of work in the contract.
- In collaboration with the Operations Team, ensure that the cost-saving process improvement trackers and site-specific trackers are up to date.

### The Ideal Candidate:

The successful candidate for the role of Commercial Manager will have experience working with a wide variety of manufacturing and process engineering customers, with a focus on account development and growth based on sound analysis of the customers' needs. Customers are based generally within the southern half of the UK, so ideally living in or around the Reading, Bristol, Swindon or Oxford areas. Travel within the UK is required, which may require nights spent away from home.

Knowledge of the industrial and manufacturing marketplace, with good manufacturing applications knowledge and a good understanding of lubricants, metal working fluids and industry equipment is advantageous.

- Ability to form strong long-term business relationships with key decision makers across functions, ensuring regular communication with production, EHS and purchasing teams etc.
- Previous experience in customer-facing Contract Management roles with commercial responsibility experience.
- Maintaining a high level of technical knowledge in respect to key products and processes.
- Strong candidates will be self-motivated with good project management skills and be committed to delivering outstanding results.
- Ability to project manage complex business opportunities, involving multi-site operations, with the capability to write, deliver and present proposals.
- The role demands excellent organisational and time management skills
- Candidates with Operational / EHS experience within an industrial manufacturing environment would be an advantage.
- Computer literacy and numeracy skills are a pre-requisite, with the ability to create proposals and to deliver professional customer presentations.

### Our Benefits:

- Competitive salary + uncapped performance bonus scheme.
- Car Allowance / Salary Sacrifice EV Scheme
- Holiday Entitlement above Statutory.
- Defined Contribution Pension Scheme.
- Discounted private medical cover
- Employee Assistance Program
- Training opportunities for personal development
- Supportive working environment

### How to Apply:

If you would like to apply for the role, please send your full, up-to-date CV to Susanne McClurg, [susanne.mcclurg@fuchs.com](mailto:susanne.mcclurg@fuchs.com)

Come be seen at FUCHS – join our team and move the world with us!  
<https://www.fuchs.com/uk/en/careers/jobs-at-fuchs/vacancies/>

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