fileder
EXPERTS IN FILTRATION

Territory Coordinator

Job Specification



About Fileder

Fileder Filter Systems Ltd is an ambitious and forward-thinking SME with over 40 years of expertise in the filtration industry. As independent specialists in the supply of liquid filtration and treatment solutions, we are proud to serve a diverse range of industries. Our filtration systems are widely used across sectors such as food and beverage, pharmaceuticals, engineering, automotive, beauty, aquatics and healthcare. For example, they are trusted by some of the world's most prestigious brands and organisations, including Coca-Cola, McLaren, Neal's Yard and the NHS.

At Fileder, we take pride in being a company that's "easy to work with", offering tailored solutions and exceptional customer service. Our reputation for excellence has been earned through our commitment to quality and global business partnerships. Our dedication to ensuring the highest standards for our clients is reflected in our £6 million stockholding, technical support systems, comprehensive training programmes and state-of-the-art laboratory facilities.

40+ years
as a filtration expert

4,500 customers
across the UK & Europe

£6 million
of stock held

97%
of orders despatched the same day

20+ years
of ISO 9001 Certified

Located in Maidstone, Kent, our modern and open-plan offices are equipped with an exceptional range of amenities, including free on-site parking, a chill-out room, a fully equipped kitchen, a gym and wellbeing suite, and changing rooms with showers. We're also committed to sustainability, with solar panels installed in 2022 and a fleet consisting of 95% electric vehicles with free to use on-site rapid EV charging facilities. Fileder has achieved ISO 14001 Environmental Certification, underscoring our commitment to reducing our environmental impact.

Our typical office hours are 9:00am to 5:30pm, although some departments operate on flexible schedules. We offer a range of employee perks and place a strong emphasis on professional growth and development, as well as a welcoming and positive working environment. It is important to us that our employees feel valued and have access to continuous learning, excellent benefits, and career progression opportunities.

Fileder consists of three entities: A UK Holding Company and two subsidiaries (UK and Poland) across 3 facilities.






Position Overview

Job Title: Territory Coordinator

Department: Sales

Reports to: Strategic Sales Planner

Hours: Full-time, minimum 37.5 hours per week (Office hours: 9.00-17.30)

Annual Leave: 25 days + bank holidays + long service awards

Location: On-site, Fileder Filter Systems Offices, Maidstone

Benefits: www.fileder.co.uk/careers

Are you a confident, personable and enthusiastic communicator with sales experience? We are looking for an ambitious Territory Coordinator with a passion for delivering exceptional customer service to ensure consistent engagement and satisfaction. This is an exciting opportunity to develop your Customer Service and Sales skills in a fast- moving and driven environment, working on exciting and collaborative sales initiatives and developing your expertise in delivering business success.

Job Role

The Territory Coordinator is responsible for driving business growth by managing both internal accounts and generating new prospects. Handling the full sales cycle, the role includes building customer relationships, creating quotes, processing orders and maximising account potential.

The Territory Coordinator requires awareness of market trends with regular contact with existing and potential customers, and in collaboration with the Strategic Sales Planner, tracking territory data.



Key Responsibilities

- Make outbound calls to current and potential customers.
- Manage internal accounts for your assigned territory, acting as the first point of contact for customers.
- Generate detailed, sales-focused quotes and provide technical advice when needed.
- Raise and process sales orders accurately.
- Log data in the CRM system (SAP B1) and ensure accurate record management.
- Add value to existing customers, identifying opportunities to grow and maximise spend.
- Support the Technical Account Manager with sales development for the territory, gaining new business.
- Ensure customers receive the highest level of service at all times, providing solutions to enquiries in a timely manner.
- Engage in sales campaigns and contribute to team initiatives.
- Collaborate and communicate effectively with all departments to ensure the accurate relay of information and customer satisfaction.
- Research marketing leads and new business opportunities.
- Embody the company's 'easy to deal with' ethos and undertake training to become an expert in filtration.
- Consistently uphold company policies, values and procedures.

Required Skills and Qualifications

- Experience in a Customer Service/Sales role, ideally within a relevant industry.
- Strong administration skills to support both internal and external account management.
- Highly motivated and driven to continuously develop knowledge and skills to achieve success.
- Excellent interpersonal skills, with the ability to communicate effectively via phone, email and face-to-face.
- Capable of learning and providing expert advice and filtration solutions to customers.
- Commercially aware and able to align sales strategies with broader business goals.
- Highly adaptable with the ability to prioritise effectively, assist colleagues when required and follow instruction management closely.
- Educated to an A-Level standard, or equivalent experience.
- This is a predominantly desk-based role, however, occasional physical tasks may be required, including travelling to meet customers and agents.
- Must be eligible to work in the UK.

