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**Business Development Executive**

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 32 meters and a handling capacity for large vessels up to 200,000 deadweight tonnes (dwt). Supporting large-scale capital-intensive industry, it is the largest dry bulk port in Ireland. SFPC annually facilitates trade valued at €8.5bn supporting circa 3,700 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 estuary but is developing as a large-scale distribution and industrial hub.

The company plans to develop and expand its existing customer base by providing new and/or improved customer offerings and 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 Head of Business Development, the Business Development Executive 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 internationally, and in doing so identify potential opportunities for the Shannon Estuary which they will develop in conjunction with the Business Manager and team. This is a role which requires well-developed business development and customer relationship management skills. Sector-specific experience is not essential.

**Key areas of responsibility are:**

1. **Customer Relationship Management**

* Maintain the CRM System for the company.
* Populate, develop, manage and adapt the system so that it becomes the focal point for all customer engagement and business development.
* Maintain historical and current 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.

1. **Relationship Management**

* In conjunction with the Head of Business Development, 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 customers 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.
* Develop an improved customer quotation management process to ensure that all key departments are aware and in lock step with each proposal.

1. **Marketing**

* The role will require supporting and increasing the recognition of the brand in the local community/region and business environment within the country
* Maintain online and social media and ensure the content is relevant and effective.
* With the Head of Business Development to 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 national and international level.
* Develop reporting metrics and KPI’s that represent the brand development program.

**Working very closely with the Head of Business Development this role will require:**

***Personal Attributes***

* A person who is goal driven and eager to develop and succeed
* Proven networking, communication and presentation 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 and some international travel

***Qualifications/Experience***

* Proven track record of success in business development
* Ideally, but not essentially, past experience in trade, logistics or the shipping industry
* Proficient in Microsoft Office
* Ideally Degree level qualification in Marketing/Business

*Applications including a full CV and cover letter should be sent by email to our Human Resource Consultant, Maria Gilsenan at* [*maria.gilsenan@melior.ie*](mailto:maria.gilsenan@melior.ie)*.*

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

For further information on Shannon Foynes Port Company see our website [www.sfpc.ie](http://www.sfpc.ie)

***Shannon Foynes Port Company is an Equal Opportunities Employer***