

## Inside Sales/Customer Service Representative:

**Location:** Keighley, Yorkshire (on-site)

**Employment Type:** Full-Time

### About the Role:

ACL Hygienics as part of Tridon Europe is a global leader in flow control solutions for the pharmaceutical and food & beverage sectors. We are seeking a proactive and customer focused Inside Sales/Customer Service Representative to join our team at the Keighley site. You will be central to supporting our sales efforts and ensuring a high level of customer satisfaction by managing RFQs, strengthening client relationships, and contributing to commercial activities across Europe.

### Key Responsibilities:

- Support the Sales team to achieve performance targets.
- Build and maintain strong client relationships.
- Manage customer inquiries and RFQs from interest to order.
- Lead customer projects and participate in pricing negotiations.
- Prepare quotations, follow up on offers, and create sales reports.
- Visit clients to explore and present future opportunities.
- Cooperate with Customer Service and maintain CRM and ERP data.
- Assist in managing overdue receivables and reviewing contracts.
- Provide support to Account Management (up to 25%).

### Key Requirements:

- Higher education qualification.
- Fluent in English with an additional European language.
- 2+ years of experience in Sales, Customer Service, or similar roles.
- Strong technical knowledge and negotiation skills.
- Experience with Microsoft Office, ERP systems, and CRM tools (Salesforce and SAP preferred).
- Reliable, detail-oriented, and able to work independently.
- Customer-focused with strong communication and time management skills.
- Ability to thrive under pressure and adapt to changing priorities.

With 38+ years of European manufacturing excellence, ACL Hygienics supplies high-quality hygienic components to the global pharmaceutical industry. Our certified products are trusted for critical health and safety applications, backed by a strong commitment to innovation and quality.

### Why Join Us?

At our company, we're more than a workplace—we're a values-driven community where people come first. Our culture is built on:

- **Devotion to Customers** – We go the extra mile to build trust and long-term relationships.
- **We Care** – We hold ourselves to high standards and work with integrity.
- **Passion for Growth** – We foster both professional and personal development.
- **Positive Energy** – We value teamwork, enthusiasm, and authentic collaboration.
- **Finding a Way** – We're problem-solvers who embrace change and get things done.

Join us in Keighley and be part of a company committed to its people, its customers, and its future. Apply today by contacting [bfallon@tridon.eu](mailto:bfallon@tridon.eu) to start your journey with us.

**\*\*To be considered for this role, you must have the right to work in the United Kingdom without requiring current or future employer sponsorship\*\***