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**Job Title:** Livestock Intelligence Engagement Managers, Allflex Livestock Intelligence

**Department:** After-Sales

**Position Location:** Home based, with extensive travel throughout Great Britain. Based in SouthWest England

**Requisition ID:** AFUK#007

Allflex Livestock Intelligence is the world leader in the design, development, manufacturing and delivery of solutions for animal identification, monitoring and traceability. Our data-driven solutions are used by farmers, companies and countries to manage hundreds of millions of animals worldwide. By putting intelligent, actionable management information into farmers' hands, our solutions empower them to act in a timely manner to safeguard their animals' health and wellbeing, while achieving optimal production outcomes for a healthy food supply. Allflex Livestock Intelligence is a Livestock portfolio of digital products within MSD Animal Health.

As the largest provider of animal identification technology, we meet growing customer needs by providing over 500 million tags for identifying, tracking and monitoring animals every year and we monitor over 5.5 million cows daily, which allows access to real-time, actionable data and insights to help improve or enhance animal management and health outcomes.

With over 60 years of experience and around 1,900 team members worldwide, we have a global network of experts, each with a great depth of experience and unparalleled knowledge, who provide a valuable resource to farmers, companies and countries. Allflex Livestock Intelligence has manufacturing and technology subsidiaries in North America, Europe, Israel, South America, China, Australia and New Zealand. Our products are distributed in over 100 countries.

Through its commitment to the *Science of Healthier Animals*®, MSD Animal Health offers veterinarians, farmers, pet owners and governments one of the widest ranges of veterinary pharmaceuticals, vaccines and health management solutions and services as well as an extensive suite of digitally connected identification, traceability and monitoring products. MSD Animal Health is dedicated to preserving and improving the health, well-being and performance of animals and the people who care for them.

For more information visit <https://www.allflex.global/>.

Recently acquired by MSD Animal Health, in Allflex we are investing in our accelerated growth plans. Consequently, we are looking to expand our UK and Ireland teams with highly capable professionals who can support us to deliver on our aspirations for growth.

We offer a competitive remuneration package and benefits, career development with opportunities both locally and within the wider Group. Working for us, you would join us at an exciting period in our history and be immersed in our positive culture, supportive management and high performing teams.

## **Job Purpose**

To support the UK & Ireland sales teams' objective of increasing End User Engagement in order to secure new business and maintain existing customers, within defined territory and product portfolio.

### **Key Responsibilities**

- Provide a high level of troubleshooting assistance to end users with hardware and software problems and network issues;
- Answer to technical inquiries by appropriate service tools
- Create and maintain various activities reports to be shared with technical team;
- Logs and qualifies support calls;
- Travel to install systems when required.
- Support a new direct sale approach
- On-boarding of new customers
- Answering Service calls via our online portal.
- Assisting the HUB, Help desk.
- Product training.

### **Required skills/competencies/ minimum qualification:**

- Working knowledge of, databases and remote-control software;
- Strong client-facing and communication skills;
- Advanced troubleshooting and multi-tasking skills;
- Customer service orientation;
- Basic Information Technology, Computer knowledge.
- UK driving license.

### **Key Competencies:**

- Customer Focus
- Communication and influencing skills
- Collaborative working
- Problem solving
- Commitment to continuous improvement

### **Search Firm Representatives Please Read Carefully:**

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Job: Sales

Travel: Yes; 40% Travel

Shift (if applicable): NA

To **Apply Now**, please send your resume to [AntelligJobs@MSD.com](mailto:AntelligJobs@MSD.com) with the Acquisition ID included in the Subject.