



---

**Job Title:** Website Engagement Trade Channel

**Department:** Trade Sales

**Position Location:** Office based, Stanley with limited UK travel

**Requisition ID:** AFUK#009

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*<sup>®</sup>, 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**

Supporting and engaging with trade customers as they transition to online transactions through the newly-launched website.

## **Key Responsibilities**

- **Proactive engagement with key stakeholders in our reseller partners**
- **Developing & delivering online coaching sessions to key customers**
- **Answering real-time queries from end users**
- **Diagnosing problems experienced by end users**
- **Collation and feedback of user experiences to website developer**

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

- Demonstratable strong customer empathy & engagement skills
- Ability to use initiative and work confidently
- Working knowledge of website purchasing from a variety of platforms
- Problem solving / diagnosis
- Coaching skills
- Presentation skills
- UK driving license

## **Key Competencies:**

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

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

MSD (tradename of Merck & Co., Inc., Kenilworth, N.J., USA) is not accepting unsolicited assistance from search firms for this employment opportunity. Please, no phone calls or emails. All resumes submitted by search firms to any employee at MSD via email, the Internet or in any form and/or method without a valid written search agreement in place for this position will be deemed the sole property of MSD. No fee will be paid in the event the candidate is hired by MSD as a result of the referral or through other means.

Job: Sales

Travel: Yes; 10% UK Travel

Shift (if applicable): NA

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