Dairy Export Sales Manager

Sales and commercial

Job title	Dairy Export Sales Manager
Department	Sales and commercial
Reports to	Export Sales Director or Commercial Manager
Direct reports	None
Location	*[To be confirmed by the employer]*
Contract type	*[Permanent / fixed-term / other]*
Salary and benefits	*[To be confirmed by the employer]*

Job purpose

Sells dairy ingredients and consumer products to international customers, including milk powders, butter, cheese and UHT milk. Builds a network of distributors, traders and direct buyers, negotiates contracts in line with market prices, and makes sure each shipment has the correct terms, payment security and export documents.

Key responsibilities

Sales and market development

- Grow sales in assigned export markets in line with the annual sales plan
- Identify and appoint distributors, agents, traders and direct buyers
- Visit customers and attend trade fairs to build relationships and find new business
- Research import requirements, tariffs and market access rules for each market
- Gather information on demand, competitor offers and customer needs

Pricing and contracts

- Track global prices for powders, butter, cheese and other dairy commodities
- Quote prices that reflect market levels, freight, currency and product cost
- Negotiate contracts covering volume, specification, price, shipment period and Incoterms
- Agree payment terms and suitable security, such as letters of credit or credit insurance
- Manage credit limits and currency exposure with finance

Orders, documents and shipment

- Turn contracts into accurate sales orders and production or stock allocations
- Coordinate shipments with logistics, freight forwarders and shipping lines
- Check export documents, including invoices, packing lists, bills of lading and certificates of origin
- Arrange health, veterinary and analysis certificates with quality assurance and the competent authority
- Match documents to letter of credit terms to avoid discrepancies and payment delays

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Customer service and claims

- Keep customers informed of production, shipping dates and any delays
- Handle quality complaints and claims with quality assurance and logistics
- Collect customer feedback on product performance and packaging
- Support customer audits and supplier approval questionnaires

Planning and compliance

- Forecast export volumes by market and product for production and milk supply planning
- Balance export sales with domestic demand and available stock
- Follow sanctions, export control, anti-bribery and competition law requirements
- Report sales, margin, market prices and outstanding payments to management

Qualifications and experience

Essential

- Degree in business, international trade, food science or a related subject, or equivalent experience
- Solid experience in export sales of dairy products, food ingredients or agricultural commodities
- Working knowledge of Incoterms, letters of credit and export documentation
- Understanding of dairy commodity markets and price drivers
- Experience negotiating contracts with distributors and traders
- Knowledge of health certificates and import requirements for food products

Desirable

- Working knowledge of a second language used in target markets
- Experience selling specialised ingredients such as whey proteins or infant formula bases
- Qualification in international trade or export practice
- Experience with credit insurance and currency hedging

Skills and attributes

- Negotiation across cultures
- Commercial judgement and price awareness
- Accuracy with documents and detail
- Relationship building
- Clear written communication
- Resilience and self-motivation
- Problem solving under time pressure

Measures of success

- Export volume and revenue against budget
- Margin achieved against market price benchmarks
- Overdue receivables and bad debt
- Document errors and letter of credit discrepancies
- Customer claims as a share of shipments
- New customers or markets opened

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Working conditions and safety

Office-based, with frequent international travel to customers and trade fairs, sometimes at short notice. Calls across time zones mean some early or late working.

- Follow health and safety rules and safe systems of work, and wear the correct PPE
- Follow food safety, hygiene, HACCP and quality procedures at all times
- Report hazards, accidents, near misses and concerns promptly

This job description outlines the main duties of the role. It is not a complete list, and the employer may update it as the business changes, in consultation with the jobholder.

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