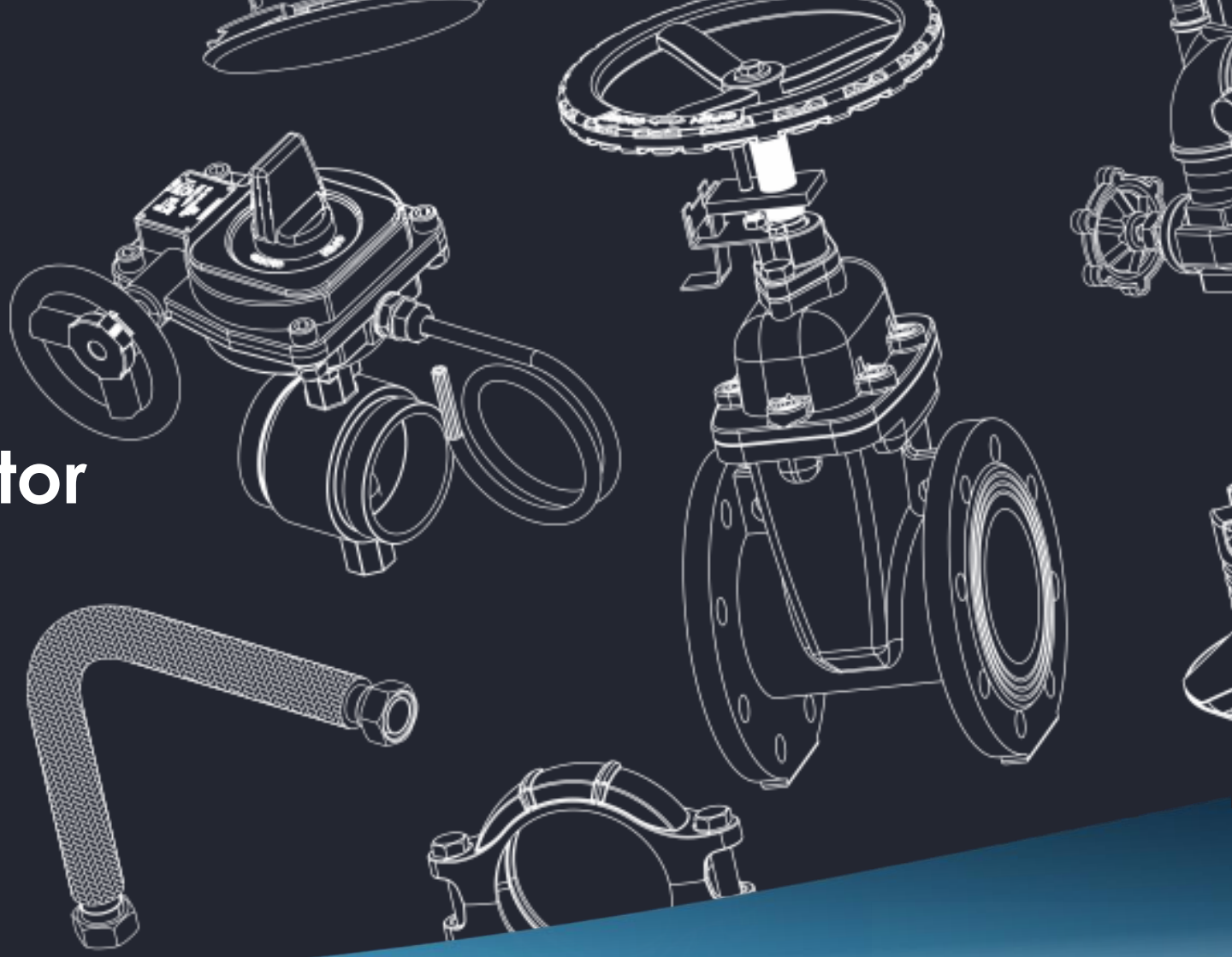
Sales Support Coordinator
Outbound/Export Sales

October 2026



www.rapidrop.com

Join Rapidrop
A Global Leader in Fire Protection Innovation

At Rapidrop, we are proud to be a British manufacturer and global supplier of high-quality fire sprinklers and fire suppression equipment. From our headquarters in Peterborough, Cambridgeshire, we support customers in over 75 countries with reliable, internationally approved fire safety solutions.

Our product range, including UK-manufactured sprinkler heads, valves, flexible hose systems and specialist fire protection components, has built a strong reputation for quality, innovation, technical expertise and our customer-centric approach.

We are committed to protecting lives and property, with our systems installed around the world and contributing to major commercial developments and landmark projects.

IFI, the original foundation of Rapidrop, supports the construction and fenestration industry by supplying specialists and installers with a comprehensive range of fixings, fitting tools and consumables.

Over the past eighteen months, Rapidrop has entered an exciting new phase of growth, welcoming a new CEO and Chairman alongside significant investment and long-term expansion plans. This includes new storage facilities in the UAE, increased European capacity and a new product development programme to expand our range and improve availability.

Today, our teams operate across the UK, Europe, the Middle East and South Africa, supported by continued investment in our UK headquarters, including a fully refurbished modern office environment.
With a collaborative culture and a growing international footprint, Rapidrop offers an exciting opportunity to contribute to a business focused on innovation, growth and protecting people and property worldwide.



The Shard, United Kingdom



Mall of Istanbul, Turkey

Role Overview

Job Title: Sales Coordinator – Outbound/Export Sales
Location: Sharjah, UAE
Contract: Permanent
Reports to: Head of Sales & Business Development – Middle East

As **Sales Coordinator – Outbound/Export Sales**, you will play a key role in supporting Rapidrop's international sales operations across the Middle East, Africa and Asia, ensuring customers receive an efficient and professional service from initial enquiry through to order fulfilment.

Working closely with Area Sales Managers, customers, distributors and internal teams, you will coordinate quotations, process sales orders, manage export documentation and support the timely delivery of products to international markets.

The role requires a strong understanding of mechanical fire protection products, excellent organisational skills and the ability to manage multiple customer accounts and orders simultaneously.

This is an opportunity to take ownership of the sales coordination process within a growing international business, contributing directly to customer satisfaction and the continued expansion of Rapidrop's global operations.



Agbar Tower, Spain



Hilton Airport, Amsterdam, Netherlands

Key Responsibilities

- Manage international customer enquiries, prepare accurate commercial quotations and follow up on outstanding quotations and purchase orders.
- Work closely with Area Sales Managers to coordinate pricing, product availability, customer requirements and sales activity across international markets.
- Review customer purchase orders, process sales orders through the ERP system and monitor order progress, delivery schedules and outstanding commitments.
- Coordinate international shipments with warehouse, logistics and freight partners, ensuring accurate export documentation and compliance with agreed Incoterms and customer requirements.
- Liaise with Finance regarding payment terms, credit limits, advance payments and international payment arrangements, including Letters of Credit.
- Maintain accurate customer and sales records, prepare regular reports and support sales forecasting, pipeline management and the achievement of sales targets.



Wembley Stadium, United Kingdom

Experience & Expertise

Essential

- Bachelor's degree in Business Administration, Engineering, Supply Chain or a related discipline.
- 5 years' experience in sales coordination, ideally within the mechanical fire protection industry.
- Good knowledge of fire protection products, including sprinklers, valves, fire hose equipment, fittings and associated systems.
- Experience managing international customer orders, export documentation and shipping arrangements.
- Good understanding of Incoterms, export procedures and international payment terms.
- Strong organisational skills with excellent attention to detail and the ability to manage multiple priorities.
- Excellent written and spoken English.

Desirable

- Previous experience working with international distributors across the Middle East, Africa or Asia.
- Experience using Microsoft Dynamics 365 Business Central (BC) or similar ERP and CRM systems.
- Advanced Microsoft Excel skills and experience preparing sales reports.



VIMD Kvart, Zagreb, Croatia



Heathrow Airport, Terminal 5, United Kingdom

Why Join Rapidrop?

Rapidrop is a growing international business with a strong reputation for quality, innovation and reliability within the global fire protection industry. As the company continues its global expansion, we are investing in our people, products and capabilities to support long-term growth.

Joining Rapidrop means becoming part of a collaborative and ambitious team, where individuals are encouraged to contribute ideas, take ownership of their work and make a meaningful impact on the business.

This is an exciting opportunity to play a role in shaping the next stage of Rapidrop's international growth, working alongside experienced colleagues across multiple markets and functions.



Galeria Korona, Poland

Ready To Apply?

If you are excited about the opportunity to join Rapidrop and feel your experience aligns with the role, we would love to hear from you.

Our Recruitment Process

1. **Apply**
   Please click here to submit your CV and a short supporting statement
2. **Review**
   Applications are reviewed on a rolling basis and interviews may take place before the closing date, so early applications are encouraged.
3. **Initial Conversation**
   Shortlisted candidates will be invited to an introductory discussion via Teams.
4. **Interviews**
   Candidates progressing will attend two formal interviews with key stakeholders at our Sharjah Office or via Teams.
5. **Outcome**
   A final decision will be made and candidates will be informed as soon as possible.



Etihad Towers, Dubai

Inclusive Recruitment

Rapidrop is committed to creating an inclusive and supportive workplace where everyone feels valued, respected and able to thrive.
We welcome applications from people of all backgrounds, experiences and perspectives, recognising that diversity strengthens our teams and drives innovation.

If you require any adjustments or support at any stage of the recruitment process, please let us know. We are committed to ensuring every candidate has a fair and positive experience.

Good luck with your application. We look forward to receiving your application and exploring how you could contribute to Rapidrop's continued growth and success.