



JOB SPECIFICATION

Title – Internal Account Manager

Reporting To – Operations Manager

Role Description:

- Primarily the role is a Customer service support role
- Responsible for looking after key accounts, ensuring the highest standards of customer service are met.
- Developing a good working relationship with Customers.
- Input & processing of Sales orders and associated paperwork through the system, ensuring the Customer is kept informed throughout the process.
- Generating quotations & pro-formas., as well as processing necessary card payments.
- Dealing with customer issues and queries in a timely manner, both face to face, and via the telephone / email.
- Producing reports to analyse delivery and performance.
- Work closely with the External Business Development Managers in order to deliver the most up to date information to the customer and provide the best possible service.
- To work with the rest of the team assisting and contributing in all aspects of the daily processes ensuring deadlines are met.
- To liaise with Warehouse and transport personnel to ensure we deliver the goods on time and in full wherever possible.
- Adhoc duties as specified by Manager.
- Your normal hours of work are 9am to 5.30pm Monday to Friday. However, hours may be variable, and you would be expected to stay until the daily workload targets are met. Flexibility will be expected and considered very much part of this job role. You may be required to work outside of these hours during our busy periods.

Pre-Requisites

You should possess excellent communication skills

Understand the need for Customer service, and be able to deliver this consistently

Cope well under pressure

Must be a team player, and understand the benefits of working together to achieve our goals

Should have a 'can do' approach to all aspects of the role

Should be computer literate and have a working knowledge of Microsoft Office products.

Have a flexible approach to work

Key Performance Objectives:

To ensure the highest standards of Customer service are consistently met

Exceptional Communication skills both with our External and Internal Customers

- Continued active communication with all relevant departments
(Warehouse, Transport, Stock coordinator, Quality Assurance, BRI, Accounts)

Continued commitment to maintaining Health & Safety Standards.

To maintain high standards, optimum performance and efficiency at all times.

