

## Internal Account Manager

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Company: Cloud 9 Recruitment

Location: West Midlands

Category: sales-and-related

Cloud 9 are working with a leading packaging manufacturing company who, due to continued growth, are looking for an Internal Account Manager to join their dynamic and successful team. Based in the West Midlands you will be responsible for managing a portfolio of existing accounts (worth £1m approx.) whilst trying to generate new business into the company. This is a fantastic opportunity for an ambitious individual looking to progress into an external role. You will be joining a company who is very employee focused, and who offers extensive training and development opportunities in a highly supportive environment.

### The Role

As Internal Account Manager you will be responsible for overseeing a varied portfolio of accounts, ensuring customer needs are met and acceptable margins are achieved. You will provide a high level of customer service which will in turn develop additional sales and/or repeat and new business.

### Key Responsibilities

- \* Be the main point of contact for all issues and matters surrounding all customer account management.

- \* Manage and develop a portfolio of existing accounts to ensure repeat business or new

opportunities.

- \* Generate new business opportunities.
- \* Build and maintain long lasting relationships with clients, key customers and contacts.
- \* Ensure company products meet the requirements and needs of customers.
- \* Gain a good knowledge of, and promote, company products and services.
- \* Provide feedback to and communicate with Head of Sales regarding any issues or fluctuations of customer performance or spends.
- \* Identify areas for improvement with their customer base, exploring new product ranges, services or innovative ideas.
- \* Forecast and track account spends and usage figures.
- \* Prepare appropriate documents to report to the Head of Sales if and when required.
- \* Work closely with the sales team to identify new business opportunities.
- \* Act as a key connection between customers and all relevant divisions.
- \* Play a pivotal role in ensuring existing customers' needs and expectations are always met.
- \* For each customer account set objectives and targets.
- \* Using the company's system quote new work.
- \* Assist in implementing your own and colleagues' customers price increases.
- \* Work closely with internal sales office ensuring the smooth running of all accounts with

regards to schedules and deliveries etc.

\* Work closely with the design and innovation team to ensure they turnaround enquiries and quotations in a speedy manner.

\* Where possible, look into new designs/products to maximise profit with the customer.

### Required Skillset

Experience working within the packaging/manufacturing industry.

Ability to demonstrate successful sales record.

A good knowledge of services approaches.

Commercially astute.

Strong communication, interpersonal and negotiation skills.

Thrive on providing first class customer service.

Excellent computer skills.

Highly organised, good time management; able to prioritize a heavy workload.

Determined and results driven.

Enthusiastic and confident.

Ambitious and looking to further your career with your role.

Ability to work on own initiative but also as a team member.

## Remuneration

You will receive a starting salary of circa £30k, plus bonus, mobile and laptop.

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