

# JOB SPECIFICATION



## CORPORATE ACCOUNT MANAGER



### OVERVIEW

We currently have a vacancy based from our Head Office in Cheltenham, Gloucestershire for a Corporate Account Manager. This position is based within our very busy Customer Service Department that look after our customers who procure their office supplies through Commercial. The successful candidate will be responsible for looking after their own customer base by providing top quality customer service and specialist product knowledge.

The successful candidate will work closely our Business Development Managers, and together they will manage the daily accounts of our customers. Each Corporate Account Manager looks after a large customer base supporting accounts of varying sizes. Some accounts could have up to 600 end users which you will be expected to build a rapport with and maintain a high quality service.

### WE WANT YOU TO...

- Liaise with Customers regarding product information (20,000 catalogue products)
- Liaise with the Purchasing Department to monitor product delivery time scales
- Source alternative and bespoke products to secure best price possible
- Ensure end users are kept fully up to date on product development
- Maintain accurate client product lists
- Record and report KPI Information
- Process orders
- Liaise with distribution centres to organise delivery methods
- Ensure best practice is shared with both client and procurement consultants
- Ensure client accounts remain profitable at all time and identify spend leakage
- Maintain accurate account records when updating end user details

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- Maintain end user housekeeping on client websites
- Conduct end user telephone training
- Attend end user training days during new account implementations
- Update customer details on CRM
- Make your customer base aware of promotional activity
- Liaise with suppliers to secure delivery information
- Arrange same day deliveries with suppliers where necessary
- Obtain special pricing on bulk orders
- Monitor supplier performance and feedback to purchasing team

### YOU HAVE GOT...

- Previous experience of administration and excellent customer service
- Proficiency in Microsoft office
- Excellent communication skills; both written and verbal
- Enthusiasm and self-motivation
- The ability to work under pressure and manage a busy workload
- A full driving licence is desired but not essential

### WHY COMMERCIAL..?

- Competitive salary
- We all get a generous holiday allowance of 25 days plus bank holidays which increases with length of service
- A variety of training & Development programmes tailored to you
- Company laptop and mobile phone
- Bonus scheme paid on achievement of quarterly KPI's
- Earn extra money if we hire your friends or family with our employee referral programme
- Looking for a little extra? You could get a day off for doing charity work and you might even get a treat on your birthday and work anniversary!
- A range of team and social events
- Cycle to work scheme, pension contributions, Employee support programme, Flexi time scheme and more