

Internal Account Manager

We are looking for an Internal Account Manager to join our busy Customer Support Team

Purpose of the role - Reporting to the Customer Support Manager the Internal Account Manager will be responsible for managing all aspects of the customer relationship including forecasting. Working efficiently and effectively with customers and other departments across the business will be imperative to ensure excellent customer service is reached.

The Internal Account Manager will build strong working relationships with the customers, process and forecasting orders to ensure delivery expectations are maintained.

Main duties & responsibilities

- Work closely with both the External National Account Managers and the Customer Support Coordinators in delivering an excellent customer service.
- Carry out monthly customer reviews
- Establish and develop relationships with both new and existing contacts within the allocated customer portfolio.
- Work alongside the planning department to ensure product is manufacturing in line with customer demand and ensuring they have detail on all priority orders.
- Manage all enquiries generated by customers and External National Account Managers.
- Action any customer complaints quickly and efficiently and record root cause analysis where required.
- Manage and assist in the accuracy of customer forecasting alongside the External National Account Manager
- Assist the External National Account Managers in monitoring the customer database on spend and trend.
- Maintain accurate pricing data.
- Work closely with the External National Account Managers to ensure an excellent customer experience is always maintained.
- Assist in the management of the company sales administration process, including processing orders.
- Support the External National Account Managers to achieve monthly and yearly targets.
- Assist the Customer Support Manager in ensuring a consistent standard of customer service is delivered in line with business objectives, budget and KPI's
- Input and maintain forecast requirements and closely monitoring stock allocation to ensure seamless supply.
- Supporting the Customer Support Coordinators to achieve departmental targets.
- To achieve OTIF targets
- Attend regular production, sales, and planning meetings.
- Lead by example, promoting the Company's core values and objectives.
- Ensure all company policies and procedures are adhered to.

Person specification

- Working within an FMCG business.
- Demonstratable record of success.
- Experience in FMCG Forecasting

If you or someone you know wishes to apply, please contact hr@i2rps.com

