

Internal Account Manager

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

Purpose of the role - Responsible for managing all aspects of the customer relationship including forecasting. Working efficiently and effectively with customers and other departments across the business 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.
- Establish and develop relationships with both new and existing contacts within the allocated customer base
- Work alongside the planning department to ensure product is manufacturing in line with customer demand.
- Manage all enquiries through to the business generated by customers and national account managers.
- Action any customer complaints quickly and efficiently.
- Assist in the accuracy of customer forecasting
- Assist the national account managers in monitoring the customer database on spend and trend.
- Maintain accurate pricing data.
- Work closely with the 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 sales team to achieve monthly and yearly targets.
- Assist the CSM 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
- Attend regular production/sales meetings
- Lead by example, promoting the Company's core values and objectives
- Be prepared to travel and possibly stay overnight to facilitate customer visits
- Ensure all company policies and procedures are adhered to.

Person Specification

- Working within an FMCG business.
- Demonstratable record of success.
- Experience in FMCG Forecasting
- Experience and knowledge of commodity driven products and pricing.
- Knowledge of the UK food industry
- Experience with SAP

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

