

Job Title:	Internal Account Manager	Job Category:	Customer Services
Department:	Customer Services	Position Type:	Permanent
Location:	Blandford, Dorset	Location type:	Office Based
Reports to:	Customer Services Manager	Working hours:	Mon to Thurs 08:30 –17:00 Fri 08:30 to 14:00

Job Description

Purpose of role

The integral component of the Sales Office. As the first point of contact for customers an IAM should present Amberley Blandford and Coveris UKFC in a helpful, professional, and efficient manner in line with the company's values, mission statement and operational plan.

To deliver the highest possible level of customer service to enable Amberley Blandford and Coveris UKFC to grow the business with a commitment to achieve commercial excellence and profitability.

Ensure all company policies, procedures and systems are fully understood and adhered to, within their area of responsibility.

Principle Accountabilities:

Effective Management

- Be the focal point for all contact from customers for a designated account portfolio, including, when appropriate, cover of colleague holidays and absence.
- Receive and action communications from customers and other departments, whether relating to CSE's own customer portfolio or not. Where appropriate, proactively inform colleagues and/or customers of developments.
- Ensure that all customer orders, quotations, queries, complaints etc. are processed as quickly and efficiently as possible; the target being on the day of receipt.
- Work independently and seek guidance from Manager, Supervisor, and other departments when necessary.
- Effectively manage all relevant customer stock levels and alert the External Account Manager, Customer Services Manager and Finance Controller to any potential non-recoverable stock write-off costs.
- Record thoroughly all aspects of orders (and amendments) being placed and entered, both on Labeltraxx and Sitaline and within customers purchase orders.
- Where appropriate, ensure that customer orders are entered and conform to commercial standards as dictated by the relevant customer price agreement and to alert the Customer Services Manager and Technical Manager where customer demands deviate from these pricing agreements and/or prevent orders being produced as costed.
- Understand the operational model and constraints to ensure effective control and delivery of new products, responsible for processing incoming new artwork and managing redesigns and other launch activity.
- Ensure that all housekeeping functions are maintained effectively, and related periodic tasks are completed on time.
- Provide cover for the answering of incoming phone calls within 4 rings.
- Ensure paperwork submitted to other departments and customers is fit for purpose and supplied punctually.
- Ensure work areas are kept clean and tidy and maintain a personal appearance that is both smart and professional.

Relationship Management (Internal and External)

- Establish key working relationships with colleagues and clients.
- Liaise and communicate fully at all times with Line Manager and relevant personnel within the departmental framework.
- Communicate. Adopting a proactive approach, with External Sales regarding any items of significance
- Ensure that information is relayed quickly and efficiently with other departments with Amberley Blandford

Demonstrate Technical Knowledge

- Become a competent user of the relevant Amberley Blandford software systems as part of everyday activity, completing assessments where appropriate, within the agreed timings.
- Understand SOPs (Standard Operating Procedures) and demonstrate competency in the process itself.
- Gain an understanding of all aspects of the print processes from initial enquiry through to final delivery and invoicing.

Reporting

- Report all Health and Safety issues in keeping with company procedure.
- Recognise when help or support is needed, seeking guidance from the Management Team and/or mentor, when appropriate

Please note that this list is not exhaustive

Person specification – Who you need to be.

- Professional customer service skills, promoting Amberley & Coveris with professionalism and pride at all times.
- Excellent communicator – written and verbal – always.
- Well organized, paying close attention to detail, ability to prioritise, remaining calm under pressure.
- Friendly, approachable, flexible and a team player
- Able to work independently seeking guidance where appropriate.
- Proactive, positive, enthusiastic – demonstrates 'can do' attitude.
- Confident
- Smart appearance

Qualifications and Experience

- Literate and numerate to GCSE C or equivalent.
- Computer literate – MS Outlook, Excel, Word, PowerPoint or equivalent (Office 365 knowledge preferable)

In addition, you should be able to demonstrate the following behaviours and skills in line with our Coveris Values: -

Make it Right



- Show appreciation
- Embrace diversity
- Work together
- Care for our environment

Make it Happen



- Own your job
- Deliver commitments
- Live safety first
- Create value

Make it Better



- Innovate
- Embrace change
- Keep learning
- Strive to be the best

Signature:

Name:

Date:

I confirm that the above job description is a fair representation of the role.

Reviewed By: Hazel Wilby Date: 23/10/20

Approved By: David Richards Date: 23/10/20

Last Updated By: Hazel Wilby Date: 25/04/24