



## JOB PROFILE

**JOB TITLE: CUSTOMER  
ACCOUNT MANAGER**

**DEPARTMENT: SALES**

**REPORTING TO: THE BUSINESS  
MANAGER**

**MAIN PURPOSE OF JOB:**

Manage a customer account in a professional manner from enquiry through to delivery

**MAIN RESPONSIBILITIES:**

- Maintain the customer order book, ensuring the accurate maintenance of data
- Manage customer expectations in line with business requirements
- Support the external sales department as required

**KEY TASKS:**

- Liaise with customers regarding; sales orders, returns, and all other queries
- Data entry of quotes
- Liaise with internal customers on a daily basis in order to manage customer product through the company

**SPECIFIC OBJECTIVES:**

**REPORTING/SUPERVISORY STRUCTURE:**

Reports directly to the Business Manager

**QUALIFICATIONS:**

- Minimum of 5 GCSE'S at grade A-C, to include Maths and English
- Educated to A Level standard or equivalent desirable

**KNOWLEDGE AND SKILLS:**

- Excellent communication skills, verbal and written
- Empathy and patience for dealing with customer queries
- Excellent attention to detail
- Excellent administration skills
- Ability to prioritise own workload
- Good knowledge of Microsoft office to include; excel, word, and outlook
- Knowledge of PCB's/electronics would be advantageous

**EXPERIENCE:**

- Minimum of 2 years experience working in a customer service environment (preferably in a manufacturing or service environment)

**BEHAVIOURAL COMPETENCIES: (Specific behavioural competencies needed to ensure successful job performance)**

	LEVEL		LEVEL
Manage Performance	3	Manage Communications	2
Manage Oneself	3	Manage Customer Service	2
Manage Others	1	Manage Resources	2
Manage Relationships	2		

**SPECIAL FEATURES:** (any "out of norm" features of the job")**JOB HOLDER:**

Signature &amp; Date:

**MANAGER:**

Signature &amp; Date:

*This job profile sets out the main dimensions of the role it describes. It does not identify all individual tasks, which may be expected to change from time to time to meet operational needs.*