

# JD048 Account Manager

## What does Sil-Mid do?

Sil-Mid is a specialist supplier of adhesives, sealants, lubricants and other specialist products into a large customer base primarily working in Aerospace and Aviation. This requires an exceptionally high quality of service and attention to detail from our sales team. Our business serves over 5000 customers in 110 countries and lists over 9,000 products.

## Job brief

At Sil-Mid our Account Managers create long-term, trusting relationships with our customers. The Internal Account Manager's role is to oversee a portfolio of customers, develop new business from existing clients and actively seek new sales opportunities.

## What does a Account Manager do?

Account management responsibilities include developing strong relationships with customers, connecting with business executives and stakeholders and preparing sales reports. Account Managers also answer client queries and identify new business opportunities among existing customers. In this role, you will liaise with cross-functional teams including Business Development and Key Account Executives to improve the entire customer experience.

You will use Sil-Mid's Website (Silmid.com) ERP software (Winman) and customer data analysis software (Phocas) and the full suite of software provided in Office 365. You will have a flair for client communication and understand customer behaviour, you will know how to meet ambitious individual and team-wide sales targets.

## Responsibilities

### 1) Provide Sales Order Processing

- Process quotes and orders through our various systems including ERP and website
- Allocating and shipping of goods
- Converting quotations
- Export order processing- Experience with exporting shipments, knowledge of international freight regulations.

### 2) Acknowledges customers by responding to emails, web chat and phone calls

- Communicate with customers via various means; web chat, email and voice
- Delivering excellent customer service and satisfaction to all customers
- Identifying opportunities and logging on a CRM platform for Bus Dev Team
- Updating and maintaining database with accurate customer information

### 3) Discrepancy handling

- Ensuring all discrepancies are handled quickly and professionally

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- Ensure that all discrepancies are completed to an excellent standard and where possible improvements are made to process

## 4) Management of back orders and date management of customer orders

- Ensure delivery to schedule of all orders
- Coordinate data management, data control and data protection.

## Person Specification

ESSENTIAL	DESIRABLE	Method of Assessment
<b>Training &amp; Qualifications</b>		
<p>GCSE or equivalent in English and Maths</p> <p>Computer literate in IT Skills, Outlook Office, email, and phone systems</p> <p>Trained on CRM software</p>	<p>NVQ qualification or similar in business.</p>	<p>Application Form/ Interview</p>
<b>Experience</b>		
<p>Proven work experience as an Account Manager, Sales Account Manager, Junior Account Manager, Telesales, Customer Services Representative or other relevant role.</p> <p>Experience and understanding of exporting products to overseas markets</p> <p>Experience on delivering excellent service</p> <p>Experience of working collaboratively with others to achieve success.</p> <p>Experience of empowering customers to take control e.g. by supporting them to navigate a web site etc.</p> <p>Experience of customer liaison to bring about customer satisfaction.</p> <p>Experience of dealing with customer enquiries through to resolution</p>	<p>Experience working with cross-functional teams (e.g. Sales, Marketing, Supply Chain)</p> <p>Good understanding and interest in E-Commerce and using online tools and software.</p>	<p>Application Form</p>
<b>Skills &amp; Abilities</b>		
<p>Dedication to supplying excellent customer service</p> <p>A flexible approach to changing priorities.</p> <p>Accurate data inputting</p> <p>Ability to stay calm and composed while dealing with customers</p>	<p>Ability to prioritise and manage own time</p> <p>Language skills (French, Spanish, German, Italian) a significant advantage</p>	<p>Probation</p>

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<p>Good organizational skills</p> <p>Ability to work under pressure and to deadlines</p> <p>Ability to prioritise workload</p> <p>Good verbal and written communication skills</p> <p>Ability to quickly learn and understand various systems, processes, and procedures</p> <p>Ability to work accurately</p> <p>Ability to work as part of a team and on own initiative.</p> <p>Exceptional ability to communicate, present and influence key stakeholders at all levels of an organisation.</p> <p>Ability to deliver client-focused solutions to customer needs.</p> <p>Excellent listening skills</p>		
<p><b>Personal Attributes</b></p>		
<p>Excellent attention to detail</p> <p>Fastidious in completing tasks</p> <p>Good Team Player and enthusiastic</p> <p>Demonstrate positive attitude</p> <p>Commitment to team and customers</p> <p>Punctual and professional</p> <p>Empathy towards customers</p>	<p>Continuous improvement mentality</p> <p>Flexibility and willingness to work beyond for customer.</p>	<p>Probation</p>

## Silmid Values

### Innovative

- We expect you to suggest innovative SOLUTIONS to improve your individual work process
- We expect you to welcome and appreciate CHANGE as a positive move to growth.
- We expect you to engage positively to our DIGITAL systems.

### Commitment to Customers

- We expect our customers to be SURPRISED and DELIGHTED
- We expect CUSTOMER SATISFACTION to be the upmost priority
- We expect enthusiastic, engaging and POSITIVE customer service with all internal or external stakeholders

### Quality

- We expect EXCELLENT quality of service to be delivered at all times

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- We expect ZERO DEFECT
- We expect to deliver to SOURCE OF TRUTH

## Professional

- We expect you to be professional in how you CONDUCT yourself and adhere to our policies
- We expect professional STANDARDS of dress and housekeeping
- We expect professional BEHAVIOUR to all colleagues, customers and suppliers when representing SilMid

<b>Reviewed Date:</b>	23.7.21	<b>JD048 - Account Manager</b>	
Manager	Jo Tingey	Employee	
Signed		Signed	