

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 8,000 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. Our Account Managers are mainly based at the Coleshill office.

Account Manager Key Responsibilities:

- Operating as a point of contact for any and all matters specific to Sil-Mid's customers.
- Building and maintaining strong, long-lasting customer relationships.
- Customer account management, including supporting the External Territory Managers on their strategic account portfolio to maximise profit and customer loyalty.

What does an 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 internal teams and external Key Account Managers 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.

Ultimately, a successful Account Manager at Sil-Mid will collaborate with our external sales team to achieve targets while keeping our clients satisfied and engaged with our products and services in the long-term.

Responsibilities

- To manage the day to day customer experience for a portfolio of customers ensuring agreed service standards are provided and coordinating corrective action as required.
- Manage customer orders, prepare and proactively follow up on quotations.
- To liaise with all operations colleagues to ensure a coordinated and consistent support for customers queries and or related processes to support customer retention and satisfaction.
- To support the Key Account Managers on their strategic account portfolio.

Account Manager

- Co-ordinate the delivery of agreed targets (e.g. revenue, margin, volume) within agreed budget to meet the wider requirements of the business for the defined customer portfolio.
- Ensure contractually agreed service standards are provided to individual customers and, where necessary, liaise with the operations and other functional areas to ensure any issues are resolved in a timely manner to the customer's satisfaction.
- Provide accurate and timely internal reports (e.g. activity, forecasts), both regular and ad-hoc.
- Provide administrative support to contracts outside defined portfolio base, as required.
- Effectively utilize the relevant software (e.g Website, CRM systems and Phocas) to maintain accurate and up to date records; provide related reports as required.
- Maintain an up-to-date sales / technical knowledge of the Sil-Mid product portfolio.
- Successfully complete career development courses and additional training as required.
- Perform other duties as assigned.

Requirements

- Proven work experience as an Account Manager, Sales Account Manager, Junior Account Manager, Telesales, Customer Services Representative or other relevant role.
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organisation.
- Language skills (French, Spanish, German) a significant advantage.
- Solid experience with Order processing Software, CRM software and Office 365 (Word / Excel / Teams).
- Experience delivering client-focused solutions to meet customer needs.
- Good understanding and interest in E-Commerce and using online tools and software.
- Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail.
- Excellent listening, negotiation and presentation abilities.
- Strong verbal and written communication skills.
- BA/BS degree (preferably in business administration or similar subject area) or relevant account management experience.

Package

- Competitive Salary + Bonus
- 25 days holiday plus statutory holidays, Simply Health cash plan, Pension contribution
- Working either 8:00am–4:30pm or 9:00am-5:30pm on a rota at the main office in Coleshill or remotely as part of an agreed flexible working arrangement usually based at home address.

Reviewed Date:		JD048 Account Manager	
Manager		Employee	
Sign		Sign	