**Job Description**

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| **Job Title** | Internal Account Manager |
| **Division** | phs Warner Howard |
| **Reports to** | Telesales Team Leader |

**Main Purpose**

Manage & deliver growth from a designated set of Telesales accounts.

Responsible for managing the customers, day to day requirements, as well as developing the accounts by identifying, creating, and closing new product opportunities, and selling in promotions. Retaining or increasing margin in line with business requirements. You will be required to increase Average order value, Margins and order quantities to customers within phs Warner Howard data base.

Building excellent relationships with your customers, understanding their requirements you are responsible for overcoming any daily obstacles to ensure the customer is retained and happy with our products and services.

**Key Tasks**

* Plan and prioritise personal sales activities and customer contact towards achieving agreed targets and general productivity
* Understand customer needs and requirements identify the opportunities to build pipelines and close deals.
* Contribute towards business targets and profit by way of meeting and/or exceeding set targets as an individual and contributing to the teams.
* Retain Current Account Portfolio to ensure all customers are still trading with us on a regular basis.
* Respond to customer enquiries efficiently and within timescales.
* Use excellent telephone and communication skills when talking to both external and internal customers, use appropriate propositions and ethical sales methods with a view to achieve objective and or business growth.
* Use internal customer contact tools and systems, to manage the day to day running of your data, ensure systems are always maintained and updated.
* Embrace methods of working practice and development of a "can do "will do” approach.
* Adopt best practices within the team, share and highlight areas where the team and our customers can benefit either through different ways of working or approaches.

### Dimensions

Does the role have any direct or indirect responsibility for financial budgets or company assets?

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| Yes: | ü |  | No: |  |
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Personal Targets contribute to the Team and Division achievements.

**Knowledge & Experience**

Ideally with B2B experience in one of the following 3:

* Internal Sales/Business Development
* Telemarketing/Telesales experience
* Lead development/appointment Setting

Excellent communication skills including questioning skills

Ability to demonstrate good business understanding and ability to engage at all levels in business.

**Creativity**

It is necessary for the jobholder to be able to:

* Ability to work on own initiative
* To use personal judgement and initiative to develop effective and constructive solutions to for the customers and overcome challenges and obstacles as part of daily activities

**Decisions and Ownership**

* Negotiate and make pricing decisions for the customer that supports the aims of phs Warner Howard.
* Delivery of targets and/or objectives
* Handle any customer issues as they occur, and assist customer service, or the customer, to resolve them to a satisfactory conclusion.
* Provide line manager/ business with KPI’s/customer information as required
* Attend training to develop relevant knowledge, techniques and skills.
* To work with others in your team, sharing ideas on how best to serve the customer
* Demonstrate PHS Core Values: Professionalism, Teamwork, Trust and Honesty

**Contacts and Communication**

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| Internal | Team members and other functions including Operations, Credit Control, Procurement, Stock Control, Customer Services | 15% |
| External | Customers | 85% |