

Here at **Advanced Supply Chain** we have an opportunity for an Account Manager to join our team based in **Holmfield, Halifax**, on a full time permanent basis.

We are forward thinking and dynamic logistics business with an enviable reputation for growth, customer service and innovation. We operate from multiple UK locations and supply our customers with end-to-end supply chain solutions including freight forwarding, contract logistics, value added services and UK distribution.

As our **Account Manager**, you will proactively manage relationships with allocated customers and their expectations.

**Our Account Manager and key responsibilities include:**

- 🔗 To effectively manage all expectations in line with achievable operational service levels.
- 🔗 Speak to all customers a minimum of once weekly and refer any relevant customer intelligence to General Manager. Communicate issues internally and be the customer representative on site and manage expectations.
- 🔗 Produce monthly reports detailing full outline of customer account to General Manager.
- 🔗 Liaise with carriers/transport companies/customers to provide booking slots into our Goods In department.
- 🔗 Maintain Stock control and stock file integrity. Ensure Goods Receive stock figures onto the internal stock database in a timely fashion.
- 🔗 Provide clear and concise processing instructions to internal departments.
- 🔗 Provide support to internal departments with any queries or issues in relation to customers.
- 🔗 Identify opportunities to improve our customer service levels
- 🔗 Produce despatch notes and despatch stock from the internal stock database and ensuring accurate stock files are maintained.
- 🔗 Invoice all processes and materials accurately to the customer.
- 🔗 Maximise sales opportunities in conjunction with the General Manager providing all information in the required format for sign off.

**The successful Account Manger must have the following skills, experience and attributes:**

- 🔗 The ability to be organised and accurate while working in a busy environment.
- 🔗 Excellent communication skills, ensuring you can communicate with all key relationships in a professional manner
- 🔗 Ability to make decision and to use your own initiative
- 🔗 Knowledge of garment processing advantageous
- 🔗 Experience of stock control
- 🔗 Experience and knowledge of Transport operations
- 🔗 Experience of dealing with customers
- 🔗 Excellent use of Microsoft packages including Excel, Word and Outlook.
- 🔗 Confident when using Excel; formulas and pivot tables
- 🔗 Grade C or above in GSCE English and Maths or equivalent
- 🔗 Minimum of 2 years' experience working within a similar role



## Job Description

<b>Job Title</b>	Customer Account Manager		
<b>Department</b>	Customer Service Department		
<b>Location</b>	Holmfield		
<b>Reports To</b>	Claire Hanson	<b>Date Prepared:</b>	June 2014
<b>Direct Reports/Subordinates:</b>			
<b>Key Relationships:</b>			
Internally:			
<ul style="list-style-type: none"> <li>- All Senior Managers including the General Manager</li> <li>- Other Managers, Supervisors and Team Leaders across the business</li> <li>- Planning, Production and Transport Departments</li> </ul>			
Externally:			
<ul style="list-style-type: none"> <li>- Customers</li> <li>- Material suppliers</li> <li>- 3<sup>rd</sup> party Transport providers</li> </ul>			
<b>Main Purpose of Role</b>			
<p>The main purpose of this role is to proactively manage relationships and expectations with allocated customers. The Account Manager is responsible for ensuring that the service that we have promised the customer is being delivered or exceeded.</p>			
<b>Key Tasks &amp; Accountabilities:</b>			
<ul style="list-style-type: none"> <li>• Customer expectations: To effectively manage all expectations in line with achievable operational service levels. Attend customer visits on and off site.</li> <li>• Communication: Speak to all customers and refer any relevant customer intelligence to the General Manager. Identify and communicate any potential issues internally and be the customer representative onsite. Provide clear and concise processing instructions to internal departments.</li> <li>• Produce statistics and KPI's: Produce monthly reports detailing the full outline of the customer account to the Senior Account Manager.</li> <li>• Transport: Liaise with carriers /transport companies/customers to provide booking slots in the Goods In department.</li> <li>• Stock Control: Maintain stock control and stock file integrity. Ensure Goods received stock figures are entered onto the internal stock database in a timely fashion</li> <li>• Support: Provide support to internal departments with any queries or issues relating to customers.</li> <li>• Continuous improvement: Identify opportunities to improve customer service levels</li> <li>• Job completion: Produce despatch notes and despatch stock from the internal stock database and ensuring accurate stock files are maintained. Understand the flow of stock from goods in, through to delivery to the final destination.</li> <li>• Invoicing: Invoice all processes and materials accurately to the customer.</li> </ul>			

<ul style="list-style-type: none"> <li>• Create opportunities: Maximise sales opportunities in conjunction with the Customer Service Manager</li> </ul>
<p><b>Key Performance Indicators</b></p> <ul style="list-style-type: none"> <li>• Accuracy of stock control</li> <li>• Customer satisfaction</li> <li>• Quality and timeliness of information supplied to operations</li> <li>• Quality and timeliness of invoices</li> </ul>

**Person Specification:**

Behaviours	<ul style="list-style-type: none"> <li>• Driven to deliver against KPI's</li> <li>• Positive team player</li> <li>• Builds effective relationships with internal and external stakeholders</li> <li>• Proactive and uses own initiative</li> </ul>
Skills	<p>Essential:</p> <ul style="list-style-type: none"> <li>• Strong negotiation skills</li> <li>• Organised and able to work accurately</li> <li>• Confident decision maker</li> <li>• Effective communicator – written and oral</li> </ul>
	<p>Preferred:</p> <ul style="list-style-type: none"> <li>• Identification of new opportunities</li> </ul>
Knowledge	<p>Essential:</p> <ul style="list-style-type: none"> <li>• Experience of stock control and warehousing processes</li> <li>• Experience of transport operations processes</li> <li>• Previous experience with a customer service environment</li> </ul>
	<p>Preferred:</p> <ul style="list-style-type: none"> <li>• Merchandising experience</li> <li>• Demonstrable experience of garment processing</li> </ul>
IT Skills & knowledge	<p>Essential</p> <ul style="list-style-type: none"> <li>• Intermediate Excel user</li> <li>• Confident using IT systems to input and extract data</li> </ul>
	<p>Preferred:</p> <ul style="list-style-type: none"> <li>• Intermediate Excel user with V- look up experience</li> </ul>
Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> <li>• No essential qualifications for the role</li> </ul>
	<p>Preferred:</p> <ul style="list-style-type: none"> <li>• Grade C or above in GCSE English and Mathematics or equivalent</li> <li>• NVQ Level 2 in Business Administration or above</li> </ul>
Potential Career Progression	<p>Possible next role/s.</p> <ul style="list-style-type: none"> <li>• Senior Account Manager</li> </ul>