



## JOB DESCRIPTION

Job Title	ACCOUNT MANAGER
Location	Blackburn
Reports to	Client Services Manager

### Summary Of Position:

Dealing with customer enquiries and quotations, creating and submitting system generated quotations, creating and launching factory orders for production, liaising with supporting operational departments such as, production planning, pre-press studio and transport.

### Main duties and responsibilities:

- Receive incoming calls and be confident in making outgoing customer telephone calls to discuss enquiries and orders.
- Create customer quotations using our computer system, selecting data and entering key information into the system to generate a quotation.  
Full product training and knowledge of the production process will be given to allow operators to successfully generate a quotation. During a probationary period, these are supervised and submitted to a qualified colleague for checking and final price. Counter-checking work of others.
- Process customer bespoke printed orders and stock orders, receive and process customer call-offs from previously produced stock. Produce system generated Sales Order Confirmation and liaise with customers to obtain customer's final approval.
- Create factory orders for Production (using data from the quotation and Sales Order Confirmation).

- Check own work thoroughly and efficiently before submitting to customers or to Production and counter-check colleagues work to ensure 100% accuracy before launching orders to production.
- Maintain customer records / update database accordingly.
- Creating and responding to customer requests for information.  
For example, stock statements and usage reports etc. starting by exporting data from our systems to Excel etc.
- Contacting customers to follow up quotations and gather important information.  
Look for new opportunities within existing account base and prospecting for new customers.

### The role requires successful applicants to be:

- Positive and engaging personality.
- Articulate and organised work ethic.
- Confident with making and receiving calls with colleagues and customers both known and new contacts at existing customers and prospective customers.
- Competent computer user with aptitude to learn new systems.
- Competent with email and using basic Excel and Word.
- Diligent worker and an eye for detail.
- Capable of following processes, procedures, and systems.
- Ability to communicate with colleagues and customers.
- Use email and compose clear requests and responses.
- Enthusiastic and keen to help customers.

### To Apply:

Please email our HR Manager [Anita.golds@heritage-envelopes.co.uk](mailto:Anita.golds@heritage-envelopes.co.uk) with your full CV and covering letter.