

LAITHWAITES

Position Title	Corporate Accounts Executive
Reports To	Senior Account Manager - Corporate
Overall, Job Purpose	<p>To provide efficient and dedicated support to the Corporate Sales team focused on the business-to-business market. Working very much as part of a small, dedicated team to achieve the overall targets.</p> <p>By supporting the Account Managers in day-to-day affairs and ongoing support to Corporate Clients. Working on multiple Accounts, making sure deadlines are met and providing quality service and support to a high standard. Using your own initiative, to ensure smooth processes from start to finish while checking and reporting on progress of activity. Working with various departments and managing internal and external communications to achieve requirements effectively.</p> <p>This will entail direct and indirect contact with existing clients, helping to manage their expectations and meet our objectives. To support our ambitions for sales growth, in a fast-paced team you'll be expected to support various administrative processes along with supporting new business requirements.</p>
Key Responsibilities	<ul style="list-style-type: none"> • Manage and resolve general enquires from existing Accounts using your own initiative and agreed processes. • Be responsive to ad-hoc tasks initiated from Clients / Account Manager and NBD • Ownership of varied and fixed regular administrative tasks • Inventory management between client / Account manager / NBD and Merchandising team. • Where applicable for large orders liaise closely with the Operations team to ensure they are despatched on time effectively • Assist with internal and external presentation requirements for existing clients and NBD • Marketing / product activity set up correctly, on time and communicated to the relevant teams to prevent delays or issues • Support with marketing creatives and approving artwork • Support collating product detail, export paperwork or legal compliance (Compiling Certificates of Origin, EUR-1, Certificates of Analysis, market specific labelling), to ensure a smooth collection process. • Some involvement with the invoicing team to collate information (financial or other), to support client needs. • Support the Call Centres regarding any offers or enquiries relating to corporate sales • Providing strong link between Account management and Operational Team • Administrative tasks for all B2B activity including Vouchers, Wholesale, Gifts. • Occasionally meet with external clients both on and off-site as required
Skills Qualifications and Experiences Essential	<ul style="list-style-type: none"> • Demonstratable experience in an equivalent role. • Proven ability to deliver an exceptional level of Customer Service • Strong working knowledge of Microsoft Office Packages, specifically Excel and PowerPoint

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	<ul style="list-style-type: none">• Customer focused, self-starter and proactive.• Ability to build strong relationships, both internally and externally• Ability to manage multiple priorities and a busy workload• Strong communication, both written and verbal• Strong level of communication, providing solutions to potential issues, valuating and escalating when required
Skills Qualifications and Experiences Preferred	<ul style="list-style-type: none">• Ideally educated to degree level (or equivalent) but not essential
Personal Qualities and Skills	<ul style="list-style-type: none">• Strong attention to detail• Ability to work in a fast-paced environment• Ability to multitask while keeping client focused• A desire to help drive sales and results driven• Natural relationship builder
Other Information	This is a permanent full-time position, working 35 hours per week. The role will be working a hybrid work pattern with at least 3 days based in the Theale office.
Reviewed	June 2024