



Job Description

Job Title:	Account Manager
Department:	Customer Services
Normal Hours:	37.5
Reports to:	Customer Services Manager
Direct Reports:	N/A
Job Purpose:	To develop and maintain a strong and positive relationship with clients.
Role Accountabilities and Main Duties:	<ul style="list-style-type: none"> • Looking after Key Customer Accounts allocated by the HoCS. • First point of contact for telephone enquiries. • Prepare quotations for clients with guidance from the technical team. • Follow-up on quotes with clients. • Prepare new contract rates for new and existing clients. • Input new client details onto the LIMS (Laboratory Information Management System). • Deal with client queries. • Check lab results of tested samples and authorising reports. • Responds to queries as and when they arise. • Support sales staff and the Customer Services team. • Liaise with the lab and subcontractors for results if required. • Ad-hoc duties as required and directed. <p>These duties are by no means exhaustive and should not be interpreted as a complete definition of the role.</p>
Person Specification:	<p>Essential:</p> <ul style="list-style-type: none"> • Excellent telephone manner and customer services skills. • Accurate data entry skills and highly numerate. • Knowledge of customer services procedures. • Experience in a customer facing role. • Close attention to detail and an understanding of operating within a quality system. • Good IT skills (Microsoft based products, in particular Excel and Word). • Reliable with good time-keeping. • Strong prioritisation and organisational skills. • Positive attitude towards change. • Adaptability to use various in-house systems and processes. <p>Desirable:</p> <ul style="list-style-type: none"> • Scientific education background. • Experience of working in a laboratory.