

JOB DESCRIPTION

Job title:	Account Controller	
Location:	Bungay, Suffolk	
Reports to:	Customer Service Manager	
Salary:	£21,000 per annum	
Shift Pattern:	The core hours of this role are Monday to Friday, 8.30 to 17.00.	
Job purpose:	Account Controllers are the face and voice of the company, interacting with customers on a daily basis, providing outstanding customer service during the production of their books. Responsible for ensuring strong customer relationships, in order to support the overall business aims and objectives.	
Main Responsibilities:	<p>Main Tasks of Role:</p> <ul style="list-style-type: none"> ➤ You will be required to represent the customer's needs within the business, providing an outstanding level of service to the customer via phone, email or face to face. ➤ Occasional onsite meetings with customers either at Clays or on customer premises. ➤ To understand and process customer orders, advising customers where necessary on best practice route for achieving the optimal design of their product. ➤ To develop strong working relationships with designated day to day contacts ➤ To co-ordinate estimate requests and production schedules, clearly communicating these to the customer ➤ To collaborate with internal and external partners, balancing in-house capability with customer requirements. ➤ To deal with any reports of quality issues or missed deliveries, resolving issues, and communicating these to customers. 	
Working relationships:	<p>Liaising with customers daily</p> <p>Co-workers</p>	
Person Specification	Professional Qualifications:	
	Required	Desired
	N/A	<ul style="list-style-type: none"> • 2 A Levels (or equivalent qualifications/experience) between grades A*-C, and good passes at GCSE Maths and English
	Experience:	
Person Specification	Required	Desired
	<ul style="list-style-type: none"> • Proficient in using Microsoft Office, and willing to learn to use our in-house CRM system 	<ul style="list-style-type: none"> • At least a year's experience in a B2B environment. • Knowledge or an enthusiasm for books and print is desirable, however full training will be provided

	Candidate Attributes:
	<ul style="list-style-type: none">• Hardworking with an enthusiastic and positive attitude• An ability to communicate clearly and effectively• A high level of attention to detail, particularly when dealing with multiple tasks• A team player who is willing to learn
Health and safety	All employees must observe and comply with Clays Ltd policies and procedures for health and safety.
Equal opportunities statement	<p>All employees must observe and continually promote equal opportunities and customer care in compliance with Clays Ltd policies.</p> <p>We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.</p>