

Position Title: Junior Account Manager

Reporting to: Sales Manager

Role description

As a Junior Account Manager, you will play an important role in building and maintaining strong relationships with our customers, supporting their journey from initial sale through to delivery, ongoing partnership and repeat business.

Supported by the wider sales team you will manage a portfolio of accounts from an early stage to deliver an engaging and professional customer experience.

The successful applicant will see the role as an ideal opportunity to learn and develop a career in B2B sales and account management and will relish the potential for growth.

Key responsibilities

Junior account management

- Manage a portfolio of customers with guidance and support.
- Support onboarding of new customers and ensure a smooth handover into delivery.
- Build strong relationships through regular telephone or Teams check-ins, follow-ups, and proactive communication.
- Understand customer needs and future requirements to provide tailored support.
- Identify opportunities to add value, including potential upsell or cross-sell opportunities.
- Support and contribute to customer review meetings and feedback collection.

Sales and account coordination

- Provide reliable day to day support to the sales and account management team.
- Manage shared sales inboxes and respond to customer enquiries promptly and professionally.
- Maintain accurate and up-to-date CRM records for all customer interactions.
- Coordinate with internal teams to ensure timely and accurate delivery of services.
- Track key dates, actions, and next steps to ensure commitments are met.

Customer communication

- Act as a first point of contact for customer enquiries by phone and email.
- Provide clear, professional, and helpful responses.
- Confidently handle routine customer queries, escalating where appropriate.
- Be quick to phone customers and build relationships.
- Build rapport and trust through consistent, high-quality communication.

Team contribution

- Take an active role in weekly team meetings.
- Report progress, challenges, and opportunities to the Sales Manager.
- Follow agreed sales and quality processes to deliver a consistent customer experience.

Functional performance standards

- All cases in queue to receive initial acknowledgment/response within 1 working day.
- Follow agreed sales and quality processes to ensure a consistent customer experience.
- Maintain accurate Salesforce records at all times.

Development and progression

This role is designed as a stepping stone into a full sales or account management position.

You will receive coaching, hands-on experience and increasing responsibility for customer accounts, with clear progression opportunities as your skills and confidence grow.