

Job Title	Customer Account Coordinator (Performance and Motorsport)
Reporting to	Programme Development Manager
Direct Reports	None
Scope of the role	Responsible for managing UK accounts and customers in all sales activities
<p>Purpose</p> <p>The Customer Account Co-ordinator (Performance and Motorsport) will use their technical knowledge and strong customer focus to effectively manage a portfolio of customer accounts. Acting as a key point of contact for existing customers they will proactively develop business relationships to generate repeat business and maintain customer loyalty.</p>	
<p>Key Accountabilities</p> <ul style="list-style-type: none"> • Build strong relationships with existing customers, acting as their point of contact to maintain high levels of confidence and trust and generate repeat business. • Use product knowledge to effectively manage incoming calls, efficiently resolving customer queries and complaints (including B2B) maximising sales opportunities. • Proactively contact dormant and existing customers to further develop and maintain the relationship, encouraging new and additional sales. • Act as point of contact for sales orders and order processing • Utilise appropriate systems to create and maintain accurate records of customer activities and sales orders. • Collaborate with internal teams, particularly Logistics and Procurement to ensure customer needs are met and exceeded. • Working closely with the warehouse team to ensure product carriers are booked and products are collected in line with customer expectation. • Support the wider sales team with ad hoc duties to reach sales targets and to effectively develop and manage the entire customer portfolio. 	
<p>Qualifications</p>	
<p>Technical Skills/Experience</p> <ul style="list-style-type: none"> • Proven sales experience, ideally within the automotive industry. • Technical and existing product knowledge of performance vehicles' braking systems and products is desirable. • Strong data analysis skills with ability to gather and share information to add value to a business. • Advanced user of Excel. • Experience working with both stock management databases and a customer relationship management tool. 	

Key Competencies

- Strong communication skills with the confidence to interact with internal and external stakeholders across the business.
- Maintains a positive attitude and a strong sense of opportunity during times of turbulence.
- Clearly assess problems, analysing the options to find solutions.
- Proven ability to consistently meet deadlines and deliver under pressure.
- Demonstrates organisation and prioritisation skills in managing volume and variety of work.
- Takes initiative and accountability for own actions in order to proactively deliver what is required.
- Demonstrates flexibility and adaptability to change.
- Identifies and commits to personal development goals and continuous improvement.
- Works well as part of team, supporting colleagues across the business.