

Job Title: Account Manager
Location: Flexi-Hex HQ, Porthleven. Cornwall. UK
Reporting to: Head of Global Sales
Salary: DOE

Company information

Flexi-Hex founders Sam and Will Boex recognised the impact that single use plastic was having on their local and the world's marine environment. Their passion for surfing and their personal experience of transporting boards around the globe inspired them to create a sustainable packaging sleeve for the board sports industry. Since the early days supported by individuals and organisations championing the plastic-free movement, Flexi-Hex has expanded and developed but the founding commitments have remained the same. Flexi-Hex now develops sustainable packaging solutions across a wide range of commercial and industrial sectors.

Primary Objectives

To provide daily, proactive customer support to the business and sales team. The successful candidate will manage a portfolio of customers, partners, and distributors, enabling the company to become as successful as it can be and continue its growth trajectory. Proactive communication with identified customer contacts is paramount, including processing of daily sales orders, generating quotes whilst responding to daily queries in a timely and accurate fashion. Primarily supporting the business in reaching its full potential and become a household name in the sustainable packaging industry.

Key areas of responsibility

- Manage orders and processing of assigned accounts, prepare digital details to allow orders to be dispatched. Take orders and process through our back-office system (Trade Gecko) and generate quotes, invoices and paperwork.
- Provide administrative sales support to the wider Sales Team.
- Initiate daily outbound sales calls to new and existing customers to generate new business leads for yourself and the wider sales team.
- Telesales account management for a portfolio of existing customers to maintain customer retention levels, managing expectations and building long standing relationships.
- Calls and updates to customers to make them aware of new products or changes to pricing strategy.
- Manage an expanding list of European sales/distributors, high value accounts and seeking sales opportunities with new partners. Updating system information accordingly.
- Liaise with the logistics partners, clients, and fulfilment centres to ensure orders are processed correctly and deliveries scheduled in a timely manner.
- Negotiate and agree customer pricing and commercial terms that maintain a sustainable business whilst following agreed customer guidelines.
- Customer service including inbound calls general phone support for office and supply chain. Working closely with sales, marketing, procurement, technical and Directors to ensure best service levels to customers.
- Proactively resolve any problems with customers using market knowledge and business resources to ensure satisfactory outcome both for the customer and the business.
- Seek customer's feedback on product and offer changes and advise on pricing
- Register sales activity and record via CRM (Active Campaign), using appropriate communication channels, systems, and processes. Managing a diary of activity to include follow up calls and scheduled communication.
- Be the main point of contact for front of house/reception area, welcoming walk-in customers, suppliers, and visitors; dealing with their enquiries.
- Maintain effective cross-department communication between finance, production, sales, and marketing.
- Maintain an in-depth understanding of full product knowledge including existing, new and upcoming product launches, as well as product pricing and suitability to customers' requirements.
- Be customer facing and represent the sales team, in order to establish successful working relationships
- Act as a Flexi-Hex representative and attend industry events when required.

The successful candidate will

- Have previous experience in a sales and customer service role.
- Have exceptional organisation and time management skills.
- Be a confident person with an excellent telephone manner and professional but personable character.
- Ability to communicate clearly, concisely, and diplomatically, verbally and in writing.
- Ensure all work is accurately executed with meticulous attention to detail.
- Be a quick learner and enjoy working in a fast paced, dynamic team.
- Develop strong business intelligence having full product knowledge and understanding.
- Can get on with people at all levels and manage conflicts and remain calm under pressure.
- Hold strong problem solving and creative skills.
- Can collaborate with multiple teams, both inside and outside of the company.
- Have good numeracy, literacy and IT skills using Microsoft Office, Google Suite and CRM software. Training will be

provided on systems.

- Have strong teamworking skills.
- Be able to work independently, manage time effectively and prioritise workload under pressure whilst meeting deadlines.
- Be able to respond to and meet sales and activity targets.
- Be hardworking, committed and interested in the challenge of working for an exciting young business experiencing rapid growth.
- Have an interest or passion for sustainability
- Fluent written and spoken English

Desirable

- Experience in the packaging industry is desirable but not essential.
- Fluency in European languages is desirable but certainly not essential. (French, Spanish or German especially useful)

There are elements to the role which will evolve and develop over time so the above list is not exhaustive and may be adapted depending on business requirements and performance.