

POSITION DESCRIPTION

Role Title:	Key Account Support
Reports To:	Branch Manager

PURPOSE OF THE ROLE

To provide proactive, branch-based support for key customer accounts managed by the Branch Manager and Business Development Manager. The role is responsible for coordinating day-to-day customer requirements, preparing and following up quotations, processing orders, resolving enquiries and identifying opportunities to grow profitable sales.

The Key Account Support role helps deliver a consistent, responsive and professional customer experience that strengthens long-term relationships with Corys.

KEY TASKS	DELIVERABLES
Account Support	- Act as a key branch-based contact for allocated customer accounts, supporting the Branch management with their day-to-day requirements. - Respond to customer enquiries promptly and provide accurate information on products, pricing, availability, lead times and order status. - Prepare accurate, professional and competitive quotations and follow up within agreed timeframes. - Process sales orders, purchase orders, supplier orders, credits and returns accurately and efficiently. - Coordinate customer orders with branch employees, suppliers, distribution teams and other Corys branches to support complete and on-time delivery. - Proactively communicate with customers where products, delivery dates or other order requirements change. - Maintain accurate customer, pricing, quotation and order information within Corys' systems. - Escalate significant service, supply, pricing or customer concerns to the Branch Manager promptly.
Account Management	- Develop a sound understanding of each allocated customer's business, purchasing patterns, product requirements and service expectations. - Maintain regular contact with allocated customers to support strong, long-term working relationships. - Work closely with the Branch Manager to deliver agreed customer account plans and sales activities. - Identify additional sales, cross-selling and product substitution opportunities and refer larger opportunities or new projects to the appropriate sales leader. - Monitor customer sales activity, quotation progress and purchasing trends, raising risks or opportunities with the Branch Manager. - Follow up open quotations and customer enquiries through to an agreed outcome, ensuring the reason for any lost business is understood where practical. - Support customer pricing reviews, project requirements and promotional activity as directed. - Provide a high and consistent level of service that supports customer retention, profitable growth and the wider branch sales objectives. - Build effective working relationships across the branch, wider sales team, suppliers and support functions.
Budget & Policy	- Contribute to the preparation and delivery of branch and allocated-account sales and gross-profit budgets. - Monitor performance against agreed sales, gross-profit, quotation and customer-service expectations.

	• Review results with the Branch Manager and agree actions to address performance gaps or pursue identified opportunities. • Apply authorised customer pricing, discount and margin requirements and obtain the appropriate approval before agreeing to pricing outside delegated authority. • Follow all company policies, procedures and delegated authorities relating to sales, pricing, credit, stock, purchasing, administration and customer information. • Support the management of overdue customer accounts by monitoring aged-debtor information, maintaining appropriate customer communication and working with the Branch Manager and Credit team. • Ensure customer commitments are commercially appropriate, accurately recorded and able to be delivered by the business. • Protect confidential customer, commercial and company information at all times.
General	• Assist customers on the counter and provide branch sales support as required. • Maintain up-to-date product, supplier and industry knowledge and participate in relevant training. • Assist with picking, packing, dispatch, stock transfers and inwards or outwards goods during busy periods or when reasonably required. • Raise purchase orders and coordinate supplier requirements through the approved ordering processes. • Support stock management activities, including stock counts, discontinued products, slow-moving stock and customer-specific stock holdings. • Maintain a clean, safe and professional branch, warehouse and customer-service environment. • Participate in branch meetings, sales activities, supplier events, training programmes and company initiatives. • Comply with all health and safety responsibilities and promptly report hazards, incidents and concerns. • Work collaboratively with colleagues and provide reasonable support across the branch to meet customer and operational requirements. • Undertake other duties reasonably required that are consistent with the overall purpose and level of the role.

KEY RELATIONSHIPS	
Internal • Branch Manager and team members • Sales Team • Credit Department • Regional Manager • Corys Management	External • Customers (current & potential) • Other aligned businesses

PERSON SPECIFICATION

BEHAVIOURAL COMPETENCIES	
Customer Focus	Builds trusted relationships and delivers responsive, professional service.
Commercial Mindset	Identifies sales opportunities and understands the importance of margin and profitable growth.
Communication	Communicates clearly, listens well and keeps customers and colleagues informed.
Teamwork	Works collaboratively with branch, sales, credit, supply and supplier teams.
Accountability	Takes ownership of enquiries, quotations, orders and follow-up through to

	completion.
Planning & Organisation	Manages competing priorities accurately and within required timeframes.
Problem Solving	Responds constructively to customer, product and supply issues and escalates concerns appropriately.
Adaptability	Remains flexible and supports wider branch requirements when priorities change.

KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED

Experience

- Previous experience in internal sales, account support, customer service or a trade-based environment.
- Experience preparing quotations, processing orders and supporting customer accounts.
- Experience working to sales, gross-profit or customer-service targets is preferred.
- Electrical, construction, industrial or wholesale industry experience would be advantageous.
- Experience using sales, inventory or enterprise resource planning systems is preferred.

Skills and Knowledge

- Strong customer service and relationship-building skills.
- Confident sales, negotiation and quotation follow-up capability.
- Good numerical ability and understanding of pricing, discounts and gross profit.
- Strong attention to detail and accurate order-processing skills.
- Effective verbal and written communication skills.
- Ability to prioritise work and manage multiple customer requirements.
- Competent computer skills, including Microsoft Office and business operating systems.
- Sound understanding of credit, stock, purchasing and sales administration processes.
- Product and industry knowledge, or the ability to develop this quickly.
- Understanding of workplace health and safety responsibilities.

OCCUPATIONAL HEALTH & SAFETY

PHYSICAL CONSIDERATION

Corys Electrical is committed to ensuring that employees' health and safety is not compromised either by the work environment or by work process and procedures.

The company makes every effort to –

- Provide a safe and healthy work environment; and
- Reduce the risk to employees arising from identified hazards.

The company takes all reasonable steps to ensure that individuals are not appointed to positions which will endanger their health. It also ensures that all significant hazards associated with positions are identified.

As part of its occupational health and safety practices, the company may require a prospective employee to complete a health questionnaire prior to any offer of employment, in order to ensure that potential risks to employees are identified.

POTENTIAL HAZARDS

ACTIVITY	HAZARD
Computing	• Use of computer monitor • Occupational overuse syndrome
Transport/distribution operations	• Moving vehicles
Driving	• Traffic • Road conditions • Fatigue
Warehousing	• Stacked product/obstacles • Manual handling and lifting • Spillages and slippery surfaces • Chemicals
Telephone use	• Cradling of receiver • No usage of headset