

<b>Job Title:</b>	<b>Sales Account Manager</b>
<b>Reporting to:</b>	<b>Managing Director</b>

<b>Purpose of Job</b>	
<p>A B2B role, with a mix of Business Development and Account Management.</p> <p>The Sales Account Manager is responsible for nurturing strong, long-lasting relationships with existing customers while driving new business opportunities, with a focus on the Construction, Facilities Management and Fire Safety industries.</p> <p>This role serves as the primary point of contact for a dedicated customer base, responding to enquiries promptly and professionally</p>	
<b>Key Responsibilities</b>	
<p><b>New Business</b></p> <ul style="list-style-type: none"> <li>- Sourcing and prospecting new leads through various methods</li> <li>- Bidding for tender opportunities, with the help of others around the business</li> <li>- Onboarding new customers; liaising with your line manager to agree and negotiate trade pricing, liaising with Graphics and Marketing to create bespoke product ranges and catalogues if beneficial.</li> </ul> <p><b>Account Management</b></p> <ul style="list-style-type: none"> <li>- Build and maintain relationships with existing customers</li> <li>- In-person or online yearly reviews with key accounts</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>- Respond to customer queries in a timely and professional manner</li> <li>- Maintain a consistent level of effective outbound activity through email and phone calls</li> <li>- Management of some project work dependant on customer requirement</li> <li>- Provide solutions to any faults or issues raised by the customer</li> </ul> <p><i>The above responsibilities are indicative of the work required and should not be seen as an exhaustive list.</i></p>	
<b>Person Specification</b>	
<b>Qualifications</b>	<p><b>Required:</b> Core GCSE's</p> <p><b>Preferred:</b> A-Level's, Degree (or equivalent)</p>
<b>Experience</b>	<p><b>Required:</b> 1 year in a sales or customer facing role.</p>
<b>Skills &amp; Abilities</b>	<p><b>Communication Skills</b> – Clear, professional verbal and written communication for handling customer queries and presenting solutions.</p> <p><b>Relationship Building</b> – Ability to develop strong, trust-based relationships</p> <p><b>Problem-Solving</b> – Skill in identifying issues and providing effective, timely resolutions.</p> <p><b>Organisation &amp; Time Management</b> – To ensure efficient management of calls and follow-ups</p>

<b>Personal Qualities</b>	<p><b>Proactive Attitude</b> : Takes initiative to solve issues and pursue new opportunities without waiting to be prompted.</p> <p><b>Resilience</b> : Maintains focus and positivity when handling challenges, objections, or demanding customers.</p> <p><b>Adaptability</b> : Able to adjust quickly to changing customer priorities, market conditions, or internal processes.</p> <p><b>Dependability</b> : Reliable in follow-through, communication, and delivering on commitments.</p> <p><b>Attention to Detail</b> : Needed for when interpreting customer briefs, and in turn briefing internal departments and creating bespoke signage quotes.</p>
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### **ABOUT STOCKSIGNS LTD**

Stocksigns is a long-established UK manufacturer of high-quality safety and custom signage, with a heritage dating back to 1955. A Family run business as part of British and Foreign Wharf, Stocksigns is, and has always been, based in Redhill on the Holmethorpe Industrial estate, with around 26 staff members.

The company supplies a wide range of sectors, with a core focus on construction, housebuilding, facilities management, manufacturing, and fire safety, delivering everything from fire safety and prohibition signs to construction and branded signage.

Stocksigns operates with rigorous quality standards, holding accreditations such as Constructionline Gold, RISQS, and ISO 9001, ensuring every sign is produced in line with the latest regulations. A strong commitment to sustainability is embedded in its operations, with the business focused on reducing its environmental impact while maintaining exceptional production quality.

Beyond manufacturing, Stocksigns prides itself on offering a highly personal level of service, with an emphasis on precision, collaboration, and innovation.

Stocksigns invests heavily in its people and community, supporting apprenticeships, mental-health initiatives, charity partnerships, and corporate social responsibility programmes.

With decades of expertise and a forward-thinking approach, Stocksigns continues to be a leading provider of reliable, compliant, and expertly crafted signage solutions.