INTERNAL ACCOUNT MANAGER : COMMERCIAL

Overview:

Our client is a well-established ICT distribution business looking for an Internal Account Manager to join its Commercial Sales team in Midrand. This is a fast-paced, customer-facing role focused on managing strategic accounts, growing revenue, preparing quotations, processing orders and ensuring customers receive responsive, reliable service. You'll also work closely with the external sales team and internal departments to keep opportunities moving from quote through to delivery.

Responsibilities

- Manage and grow a portfolio of commercial customer accounts.
- Proactively follow up on quotations, opportunities and customer requirements.
- Build strong relationships with customers and key stakeholders.
- Identify new sales opportunities and support ongoing revenue growth.
- Prepare quotations and process customer orders.
- Negotiate pricing and help convert opportunities into sales.
- Support the External Sales team with account development and new opportunities.
- Coordinate deliveries, ETAs and customer requirements across internal departments.
- Resolve customer queries and ensure agreed service levels are met.
- Maintain accurate sales reporting, pipeline updates and account activity.

Requirements

- Minimum 2 years' Account Management and Sales experience.
- ICT infrastructure experience or exposure is preferred.
- Distribution experience would be advantageous.
- Previous customer service experience.
- Experience preparing quotations and processing sales opportunities.
- Proven sales ability and experience closing deals.
- Matric is essential.
- Strong communication, relationship-management and negotiation skills.
- Strong organisation, attention to detail and administrative ability.
- Comfortable working in a fast-paced, target-driven environment.