



OFFICE BASED ACCOUNT MANAGER

Reports to: Sales Operational Manager

Department: B2B Commercial

Duty Station: Office Based.

Job Summary

The Office-Based Account Manager is responsible for providing sales and operational support through effective management of customer accounts, order processing, documentation, reporting, and coordination with internal teams. The role ensures seamless customer service delivery by maintaining accurate account information, supporting sales activities, resolving customer queries, and facilitating efficient execution of customer requirements.

Key Deliverables

- Manage assigned customer accounts by providing timely support, responding to enquiries, and ensuring customer satisfaction.
- Coordinate customer orders from receipt through processing, fulfilment, and delivery in collaboration with relevant teams.
- Maintain accurate customer records, contracts, pricing information, and account documentation.
- Support sales teams with account administration, reporting, customer insights, and business updates.
- Prepare and maintain sales reports, customer performance reports, and operational dashboards.
- Monitor order status, resolve issues, and coordinate with internal stakeholders to ensure timely delivery.
- Support customer onboarding processes, account setup, and maintenance of customer master data.
- Track customer transactions, service performance, and outstanding actions to ensure effective account management.
- Ensure compliance with company procedures, commercial policies, and documentation requirements.
- Identify opportunities for process improvements that enhance customer service and operational efficiency.

Expected Outcomes

- Accurate and timely processing of customer orders and account transactions.
- Improved customer experience through responsive and efficient account support.



- Strong coordination between customers, sales teams, and operational functions.
- Reliable customer records, reporting, and documentation.
- Reduced order processing delays and improved service delivery.
- Enhanced visibility of customer performance and business opportunities.
- Compliance with company processes, controls, and service standards.

Qualifications

- Bachelor's Degree or Diploma in Business Administration, Sales and Marketing, Commerce, Customer Service, or a related field.

Experience

- 2–3 years' experience in sales support, account administration, customer service, order management, or a related commercial role.
- Experience managing customer accounts and coordinating internal processes.
- Experience working with ERP, CRM, or order management systems is desirable.
- Experience in FMCG, energy, logistics, or a commercial environment is an advantage.

Technical Competencies

- Customer account management.
- Sales administration and order processing.
- Customer relationship management (CRM) systems.
- Reporting and data analysis.
- Documentation and records management.
- ERP systems and Microsoft Office applications.
- Understanding of commercial processes and supply chain coordination.

Working Environment

The Office-Based Account Manager operates within a commercial office environment and works closely with customers, sales teams, finance, supply chain, logistics, and operations teams. The role involves extensive coordination, administrative support, data management, and customer communication. The incumbent is expected to manage multiple priorities, maintain accurate records, and provide timely support to ensure efficient customer service delivery and business performance.