
Internal Account Support

Job title:	Internal Account Support
Function:	<p>To proactively work with customers and potential customers providing first class service throughout. This includes outbound and inbound telephone calls and emails, managing customer accounts and processing orders.</p> <p>Responsible for ensuring that every order is fulfilled within the correct time frame. As a result, maintaining a good 'on time in full' delivery of product to our customers, by coordinating the allocation and movement of stock</p>
Reporting to:	Team Leader
Hours of work:	<p>40 hours per week : 8am – 5pm.</p> <p>This is an office-based role with occasional travel to the warehouse.</p>

Duties

Frontline Customer Support

Knowledge: A knowledge of the customer base and our key contacts as well as the customer's order fulfilment process. There will be a requirement to keep up to date with the movements of the cruise ships and offer resolutions to the customer when orders cannot be fulfilled.

Skills: There is a requirement to answer the phone in a professional manner and to quickly understand the requirements of the customer. The position will work closely with SMEs to support with product knowledge and issue resolution.

Managing and responding to delivery issues/queries

Knowledge: Similar to the above, including management of the Cruise inbox requiring allocation and/or resolution of queries within the agreed timeframe.

Skills: The ability to compose emails in a professional manner and work with other team members to keep the inbox up to date to prevent any queries being delayed or missed.

Customer Order Management

Knowledge: A good understanding of order receipt and order processing from start to finish will be required including a full understanding of procedures to ensure all orders are managed accurately and within agreed timeframe.

Skills: The ability to take a systemised approach and be inquisitive to ensure that any questions/queries are properly researched and resolved. Navigation around the company's ERP, CRM and data management software as well as good excel and smartsheet skills.

Management of Goods In

Knowledge: A good understanding of business processes and the supply chain, working closely with the purchasing and order fulfilment team.

Skills: The ability to work with other departments, be organised, coordinate and prioritise workload.

Booking Transport to 3PL locations

Knowledge: A knowledge of the routes to our two 3PL locations and the travelling time. The various transport options for emergencies. A requirement to understand vehicle sizes and their limitations.

Skill: Working with transport companies and planning to ensure sufficient time is given to arrange transport. Working with the warehouse to get an understanding of shipment sizes and planning transport accordingly.

Preparing paperwork

Knowledge: A good understanding of both internal processes and those of our customers. Understanding the requirements of exporting goods out of the UK.

Skill: Basic Microsoft word skills will be required.

Stock management at 3PL locations.

Knowledge: A good understanding of the reporting that determines stock held in 3PL locations and validating this, then making recommendations based on customer information or historical events.

Skills: The ability to read and understand reorder reports and use good excel skills to make additional recommendations based on information provided by the customer about future ship movements.

KPI's

All tasks carried out are documented in a CRM that measures On Time Task Completion. This will be presented as a %.

We are required to send a monthly report on the OTIF to our customers and this will be a key indication of performance.

Sign Off Authority

There are predetermined rates for shipping to 3PL locations. There will be % allowance provided so freight can be booked if the fee is within the allowance.

Other one-off costings will require authorisation.

Personal Attributes

- **Adaptability:** The cruise industry is known for its dynamic nature, with changing regulations, seasonal fluctuations, and evolving customer preferences. An Internal Account Support must be adaptable to these changes and quickly pivot strategies or approaches as needed.
- **Cultural Sensitivity:** The cruise industry caters to diverse customers from various cultures and backgrounds. Having cultural sensitivity and awareness can aid in effective communication and relationship-building with customers from different parts of the world.
- **Proactive Approach:** Anticipating the needs of customers and taking proactive steps to address potential issues or challenges before they arise is crucial. This requires initiative and forward-thinking to ensure a seamless experience for customers.
- **Resilience:** The ability to handle setbacks or challenges with resilience is important in any customer-facing role. In the cruise industry, where unexpected events like weather disruptions or itinerary changes can occur, being able to bounce back quickly and maintain composure is essential.
- **Attention to Detail:** Given the complexity of operations in the cruise industry and the importance of accuracy in order processing and documentation, attention to detail is paramount. Mistakes can have significant consequences, so having a meticulous approach is key.
- **Empathy:** Understanding the unique challenges and pressures faced by customers in the cruise industry, such as tight schedules, high expectations, and customer satisfaction demands, requires empathy. Being able to empathise with customers' perspectives can help build stronger relationships and foster trust.
- **Team Player:** Collaboration across departments and teams is often necessary to address customer needs effectively. A willingness to work collaboratively and support colleagues is essential for success in an Internal Account Support role.
- **Customer Focus:** Ultimately, the primary goal of an Internal Account Support is to ensure customer satisfaction. Having a customer-centric mindset, where the needs and concerns of customers are prioritised, is fundamental to excelling in this role.
- **Communication Skills:** Clear and effective communication, both verbal and written, is crucial for conveying information, addressing inquiries, and resolving issues with customers in the cruise industry. Being able to communicate concisely and diplomatically is key, especially in potentially high-pressure situations.
- **Passion for the Industry:** A genuine interest in the cruise industry and a passion for delivering exceptional service can be a driving force behind success in this role. Enthusiasm for the products and services offered by the company and a desire to contribute to the success of customers in the cruise industry can greatly enhance motivation and job satisfaction.

Last updated: October 2025