Internal Account Manager

Location: Bromborough, Wirral.
Reporting to: Marketing Manager
Salary: Competitive, dependent on experience

We're looking for a confident, enthusiastic and commercially minded '**Internal Account Manager'** to join our successful and growing team at ADC Entrance Solutions.

This is a fantastic opportunity for someone who enjoys winning new business, developing customer relationships and making things happen. You'll play a key role in driving sales growth, welcoming new customers, reconnecting with previous clients and maximising opportunities with our existing customer base.

Working as part of a friendly, supportive team within our well-established family business, you'll take ownership of the customer journey from that first enquiry through to onboarding, ongoing account development and long-term retention.

If you're a natural relationship builder with a proactive approach, a keen eye for commercial opportunities and a genuine passion for delivering excellent customer service, we'd love to hear from you.

The Role

- Manage new business enquiries, identifying opportunities and successfully onboarding new clients.
- Build strong relationships with customers, providing prompt, professional and helpful communication throughout.
- Manage service contract renewals across your own portfolio of house accounts.
- Identify opportunities to advise customers, upsell and cross-sell additional products and services.
- Re-engage previous customers and win back lapsed business.
- Support marketing to deliver targeted new business sales campaigns.
- Develop creative and bespoke approaches to customer retention.
- Work closely with colleagues across the business to deliver an outstanding customer experience and maximise commercial returns.
- Act as a positive ambassador for ADC.

Required Skills and Experience

- Previous experience in internal sales, account management, business development or a customer-focused commercial role.
- A confident and professional communicator, with strong telephone, email and relationship-building skills.
- Demonstrable ability to identify commercial opportunities, generate new business and develop existing customer accounts.
- Experience of managing customer enquiries, sales opportunities or accounts from initial contact through to successful onboarding.
- A proactive and organised approach, with the ability to manage multiple customers, follow-up actions and priorities.
- Strong customer service skills, including the ability to understand customer requirements and provide appropriate solutions.
- Commercial awareness, with confidence to discuss pricing, renewals, additional services and customer retention.

- Comfortable using CRM systems, Microsoft Office and other business management software to maintain accurate customer and opportunity records.
- Able to work collaboratively with estimating, operations, marketing, finance and other internal teams.
- Resilient, self-motivated and comfortable working towards agreed sales, activity and customer-retention targets.

Desirable Skills and Experience

- Experience within facilities management, construction, building services, maintenance or a technical service environment.
- Experience of selling service contracts, planned maintenance or technical products and services.
- Previous responsibility for contract renewals, lapsed-customer recovery or customer-retention campaigns.
- Experience working with public-sector, facilities-management or multi-site customers.

Why Join ADC?

- Competitive salary with annual pay reviews.
- Holiday entitlement increasing with length of service.
- Company pension.
- Health Cash Plan and Life Assurance.
- Ongoing training and professional development opportunities.
- Regular charity and social events.

About ADC

Established in 1997, ADC Entrance Solutions is one of the UK's leading providers of entrance solutions. We're a growing and ambitious family business with a strong reputation for quality, professionalism, innovation and outstanding customer service.

We're proud of our people, our relationships with customers and the service we deliver. Joining ADC means becoming part of a supportive team where your ideas, initiative and contribution really matter.