



# WE NEED YOU

## WE'RE LOOKING FOR

DESK-BASED ACCOUNT MANAGER  
MOBILE B2B SOLUTIONS

### LOCATION:

Chertsey – Samsung HQ

### WORKING HOURS:

Monday – Friday 37.5 hours per week

### SALARY/DAY RATE/GRADE:

£50,000 - £60,000 per annum

### OTHER BENEFITS:

10% Bonus, Life Assurance, Discount portal, Aviva Pension, Samsung Discounts, Company Sick Pay, ETHIC Values - Employee of the month: a chance to win a £500 lifestyle voucher!

### CONTACT TYPE:

Permanent

### REPORTING INTO:

Client Service Manager

### GRADE / ROLE TYPE

Specialist

**SAMSUNG B2B  
CUSTOMER  
ACCOUNT  
MANAGER****WE'RE LOOKING FOR AN ENGAGING CUSTOMER  
ACCOUNT MANAGER**

As our Desk-Based Account Manager, you'll provide remote commercial support to Samsung's B2B customers, focusing on enterprise accounts that do not currently receive face-to-face support.

This role is responsible for identifying opportunities to grow customer accounts, providing guidance on mobile, tablet, computing, and wearable solutions, and sharing roadmap updates. While this role does not close sales, it plays a critical part in generating and qualifying opportunities for the field sales teams.

**TO MAKE A REAL DIFFERENCE IN THESE AREAS****CUSTOMER ENGAGEMENT & ACCOUNT SUPPORT**

- Provide over-the-phone support to Samsung enterprise customers and partners, helping them get the most from Samsung mobile solutions
- Build and maintain strong relationships with assigned customers
- Share updates and roadmap information about Samsung's B2B hardware and software portfolio
- Act as a first point of contact for questions related to mobile, tablet, computing, and wearable solutions

**OPPORTUNITY IDENTIFICATION & HANDOVER**

- Identify sales and business development opportunities across all Samsung mobile solutions
- Document requirements and customer needs for handover to field teams when opportunities reach a sufficient commercial value
- Work closely with internal sales teams to ensure smooth handover and follow-up on opportunities

**SUPPORT & ENABLEMENT**

- Provide guidance remotely to help customers understand Samsung solutions and their benefits
- Assist customers in understanding product capabilities, compatibility, and roadmap updates
- Support Sales and Marketing teams in customer-focused initiatives, events, and remote workshops where appropriate

**REPORTING & ADMINISTRATION**

- Maintain accurate records of customer interactions, account activities, and opportunities in CRM systems
- Provide regular updates to management on account health, activity, and potential opportunities
- Support internal teams with feedback on customer needs, potential product enhancements, and emerging trends

SAMSUNG B2B  
CUSTOMER  
ACCOUNT  
MANAGER

## OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You're experienced in business, or hold a degree in a business / sales related field
- You're a strong communicator, with the ability to engage customers over phone and email
- You have professional experience with mobile technologies (Android)
- You're experienced in working with B2B customers or in account management
- You're commercial focused, with a good understanding of IT services, mobile solutions, and enterprise processes
- You're highly organised, proactive, and able to manage multiple accounts independently
- You're a self-motivated team player with the ability to work collaboratively across internal teams
- You're ideally knowledgeable of Samsung B2B portfolio, including Knox security solutions
- You're ideally familiar with Mobile Device Management (MDM), Android Enterprise, or other enterprise mobility platforms
- You're ideally aware of Android/Wear OS, OS security, or app deployment in enterprise environments
- You have an understanding, and ideally, working knowledge of CRM platforms such as salesforce.com

**Our ETHIC values are at the core of everything we do, the way we think, the approach we take. These five values are qualities we look for in every single member of the Blue Square team.**

