

JOB DESCRIPTION

JOB TITLE..... Account Manager

DEPARTMENT..... Customer Relations

LOCATION..... Head Office, Wirral

REPORTING TO..... Account Managers Team Leader



JOB PURPOSE

An Account Manager operating throughout the Wirral. The role is primarily to account manage our silver customer on a specific territory, upsell and grow the accounts and retain business in line with the company targets and objectives. The company's mission is to be the leading independent provider of commercial waste services in our chosen conurbations. To achieve this by dynamic growth and exceptional customer service. With a workforce who are responsive, customer-focused and are Right First Time in their work.

MAIN TASKS AND ACTIVITIES

1. Directly responsible for effective customer contact to stop them from cancelling their contracts with the company.
2. Building an internal relationship with the relevant manager's / administration teams to ensure we respond to any underlying customer concerns to support with phone calls site visits.
3. Ensuring these relationships with customers reducing exposure to potential bad debts.
4. Help design, implement and maintain a set of comprehensive policies and procedures. Post call new business cancellations, BDM leaves, call their most recent customers, to provide the one-month phone call, sited dates
5. Introduce visit/call plans to all silver customers.
6. To be pro-actively supporting Marketing to increase positive Google reviews, in turn aiding with new case studies.
7. Proactively contact new customers after their first 6 weeks to introduce our other services.
8. Identify new business opportunities within existing customer portfolio including up-selling and cross-selling 'golden nugget' customers and proactively individually up-sell our services e.g. conversion to full TWM customers.

These responsibilities are to be completed in line with company procedures and include internal duties:

- Maintaining relevant information systems including CRM
- Reporting to line manager and/or Directors on account progress and potential opportunities
- Assist with the Credit Control and Finance teams to ensure that payment terms are adhered to and reduce debtor days by including debt discussions as part of review meetings

OTHER DUTIES INCLUDE BUT ARE NOT LIMITED TO:

1. Acting as the key contact for some of our lower value key accounts and liaising with departments internally to provide excellent levels of customer service
2. Handle inbound, telephone, customer retention enquiries
3. Set your own appointments resulting from these inbound enquiries
4. Manage the P&L of individual customers so that revenue is retained and increased, and profit margins meet and exceed agreed targets
5. Resolve any conflicts or issues.
6. Continually review the service offering to ensure that customer requirements/expectations are met, facilitating service changes where necessary
7. Ensuring all contracts and relevant paperwork is updated as required
8. Maintain an excellent knowledge of company service offering and the waste management industry as well as being responsive to changes within the sectors/markets of customers in your portfolio.
9. Job swap day, a day out with a BDM and day for a BDM to work with you to gain an appreciation for each other's roles, build a mutual relationship.

Skills Required:

1. Ability to sell, up-sell and account manage
2. Personality Traits of being both approachable and personable whilst being tenacious not to allow cancellations
3. Self-confident, enthusiastic and with the ability to communicate at all levels using a variety of forms such as written and verbal.
4. Ability to learn and adapt to a variety of software systems including CRM.
5. Ability to proactively plan and prioritise immediate and future work.