



Designation: **Client Account Manager**

Responsible to: **Sales Director**

Salary: **£25 to £27k depending on skills and experience**

One post based in Brighton and one post based in Halifax. Both roles will have extensive travel requirements.

We are seeking two Client Account Managers, one based in our office in Brighton and one based in our office in Halifax. These posts have prime responsibility for managing customer accounts to ensure retention of the portfolio of clients as well as making sure clients receive an excellent customer experience.

Postholders will be expected to act as an interface between the customer services and sales department, and with a good track record of customer services, will liaise directly with the service desk to offer a joint approach to any technical issues - therefore a technical understanding is important although you will not be expected to fix or rectify issues.

Key tasks of this role include:

- Managing a portfolio of accounts
- Building and maintaining strong client relationships
- Retaining clients - measured by contract renewal
- Generating proposals, quotes and tender responses where required
- Upkeep of client records and information through CRM ensuring the client journey is fully documented
- Regular account management meetings with clients

Skills

This role needs creative and organised individuals with excellent client management skills. Your ability to build relationships is paramount and this is the absolute priority for the postholder.

The role requires a range of skills, some of which are set out below;

- Exceptional 'people' skills and the ability to build meaningful, quality client relationships
- Self-motivation and planning skills
- Excellent writing skills and experience in creating documentation
- Delivering presentations & attending regular meetings with clients
- Good knowledge of multimedia and other internet technologies
- Time management and good organisational skills are essential - ability to prioritise and manage workload
- Ability to summarise and feedback all relevant information gathered from meetings
- An eye for detail as well as a "completer finisher" mentality!
- Full, clean driving licence

Travel is required within this role and you should have a full, clean driving license and the ability to plan your journeys in accordance with safe driving practice. The work will be a mixture of on the road and office based. A car allowance of £400 per month would be payable.

We also offer training and career development, contributory company pensions scheme, 20 to 26 days' holiday along with additional Christmas closure, death in service benefits, access to critical illness cover, summer outings and Friday drinks.