

# Client Account Manager

<b>Responsible to:</b>	Senior Account Manager
<b>Hours:</b>	Full-Time
<b>Salary:</b>	£28,000 - £30,000 + £6,300 car allowance
<b>Location:</b>	We are recruiting for two roles: one in the South East (Brighton) and one in the North West (Halifax)

We are recruiting for two Client Account Managers to join our operations team, with one role based in the south (Brighton) and the other in the north (Halifax). These positions offer a 50-50 mix of home/office and client site work.

Please note: there will be significant travel to our offices during the first few months, so flexibility is key.

## About the Role:

As a Client Account Manager, you will be responsible for nurturing and maintaining strong relationships with our clients, ensuring that they receive the best possible value from our services. This is not a sales position but a customer relationship role. Your primary responsibility is to support our clients by understanding their needs, providing training, and offering solutions to any issues they encounter.

Working hours are 9am-6pm Monday-Friday. The occasional evening may be required when clients need support with events, but this will always be with advance notice.

You will report to the Senior Account Manager and work closely with the rest of the operations team to deliver excellent service. This role is vital for ensuring client satisfaction and retention.

## Key Responsibilities:

- Develop and maintain strong relationships with clients, supporting them throughout their contracts with us and – in turn – encouraging client retention.
- Deliver training sessions to new clients and provide refresher training as needed.

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- Address client concerns and work with the relevant teams to implement solutions; escalating complaints where necessary.
- Ensure client records are up to date and all information is captured accurately.
- Act as a liaison between clients and internal teams, ensuring issues are followed up and resolved promptly.
- Regular travel to client sites, company offices, and occasionally for conferences/events (up to two or three days per week).
- Participate in meetings with senior managers and clients, ensuring customer satisfaction and fostering long-term relationships.

## About You:

This is a fantastic early-career opportunity for someone who is looking to build their skills and begin a long-term position with a supportive and growing company. We are primarily looking for someone with a great work ethic who is prepared to roll up their sleeves and get stuck in. There are a few key skills the successful candidates will need:

- You'll have excellent communication and interpersonal skills, with the ability to connect with people and build strong client relationships.
- No specific industry experience is required, but a desire to learn about the world of audio-visual technology is key. We'll provide all the training you need, but our products are complicated so you'll need to be a committed learner.
- You should be confident, self-motivated, and comfortable working independently.
- A clean driving license is essential for travel, and you should be able to plan your journeys efficiently and safely.
- Experience in customer service, training, or relationship management would be an advantage.

## Benefits

- Competitive salary with an additional £6,300 per year car allowance.
- Company pension, life insurance, and critical illness cover.
- 20-26 days holiday, plus bank holidays and Christmas closure.
- Social events, team-building opportunities, and a supportive work environment.
- Generous training and development budgets.
- Long-term career prospects with a growing company.

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