

Role – Account Manager

Location: Knaresborough Head Office

The Role:

You will be part of the Scheduling Team and as such have responsibility of one or more of the company's major customers; in terms of managing the accounts on a day-to-day basis, regular contract reviews and increasing the value of both the contracts and the add on sales.

In this role, you will operate and assist as the personal interface for service support - delivering service excellence and satisfaction at all times - through managing incidents and problems to their resolution, ensuring consistent delivery of service to SLA and championing service best practice and continuous improvement.

Purpose:

The main purpose is to deliver a first-class customer experience ensuring that all communications are carried out correctly, so the customers' requirements are consistently achieved. Also, to provide a fast, accurate, and professional resolution to all enquiries relaying timely and accurate information to our customers internal and external.

The Candidate: Required Skills

- Excellent communication, negotiation and organisational skills.
- Advanced telephone skills and the ability to think logically and be creative in problem solving.
- Understanding of budgetary controls, business needs and a commercial awareness.
- Have drive and determination to provide an excellent service to our customers.
- Advanced Microsoft skills including use of Outlook, Excel and Word.

Main Duties, include the following:

- Develop the existing client base and customer service experience.
- Deal with client issues promptly, ensuring we continue offering the best service.
- Set up jobs on the Company System ensuring that accurate and complete information is recorded to enable the works to be carried out correctly, stock requirements detailed in full, and invoicing can be completed promptly and accurately.
- Dealing with client requests, obtaining Purchase Orders, and processing additional works on the system and liaising with the relevant Administrators and Managers.
- Review contracts on an annual basis looking for new opportunities, add on sales while keeping a positive customer relationship.
- To provide documentation to customers to validate the maintenance visits.
- To ensure the Board of Directors are kept informed of any instances that may threaten our levels of service.
- To provide a "positive" experience for our customers, ensuring internal and external service standards are maintained at all times.
- Actively build good working relationships with our customers to ensure the smooth running of the works.
- To ensure that any discrepancies are resolved to ensure accurate and complete payments are received on time.
- To take incoming calls into the business ensuring accurate information is captured and full ownership is taken for a given request.
- Produce spreadsheets and/or reports using the Microsoft Office suite.
- Any other reasonable requests from a member of the Management Team.

Remuneration:

- Salary (dependant on experience) paid monthly.
- 40 hours per week Monday to Friday.
- Annual leave entitlement is 21 days per annum increasing by 1 day year at the commencement of the new leave year, up to a maximum of 5 additional days. This is effective after the completion of 1 year's service.
- Company Pension.

If you are interested in the above position please respond in writing to recruitment@logicfireandsecurity.com by 9th April 2021