

Account Manager

Description

We are seeking a motivated and results-driven Account Manager to join our team. The Account Manager will be responsible for managing and growing client relationships, ensuring customer satisfaction, and driving revenue growth. This role requires a proactive approach to understanding client needs and delivering tailored solutions that align with business objectives.

Responsibilities

- Client Relationship Management: Build and maintain strong, long-lasting relationships with clients, serving as the primary point of contact.
- Account Growth: Identify opportunities to expand existing accounts by understanding client needs and offering relevant products or services.
- Customer Satisfaction: Ensure client satisfaction by providing exceptional service, addressing concerns, and resolving issues promptly.
- Project Coordination: Collaborate with internal teams to ensure timely and successful delivery of solutions according to client needs and objectives.
- Reporting & Analysis: Prepare regular reports on account status, performance metrics, and opportunities for improvement.
- Contract Negotiation: Assist in contract negotiations and renewals, ensuring terms align with company objectives and client expectations.
- Market Research: Stay updated on industry trends, market conditions, and competitor activities to provide clients with relevant insights and recommendations.
- Revenue Management: Achieve or exceed sales targets and contribute to the overall revenue growth of the company.

Key Competencies:

- Client-Focused: Committed to providing exceptional customer service and understanding client needs.
- Detail-Oriented: Attention to detail in managing accounts, preparing reports, and coordinating with teams.
- Proactive: Takes initiative to identify opportunities and solve problems before they escalate.
- Results-Driven: Focused on achieving targets and driving business growth.
- Adaptable: Comfortable working in a fast-paced environment and able to adapt to changing priorities.

Qualifications

- Proven experience as an Account Manager or similar role in Telecoms & Technology preferably.
- Strong interpersonal and communication skills with the ability to build rapport with clients.
- Demonstrated ability to manage multiple accounts and projects simultaneously.
- Proficiency in CRM software and Microsoft Office Suite.
- Strong analytical and problem-solving skills.
- Ability to work independently and as part of a team.

Job Benefits

Hiring organization

FLR Spectron

Job Location

Orpington, UK (Office-Based)

Working Hours

Monday – Friday 9am to 5.30pm

Date posted

January 17, 2025

Why Join Us?

- **Innovative Environment:** Be part of a forward-thinking company that values creativity and innovation.
- **Professional Growth:** Opportunities for learning, development, and career advancement.
- **Collaborative Culture:** Work in a supportive team environment where your contributions are valued.

You will also receive:

- **Salary:** circa £35-£40k (depending on experience/qualifications)
- **Working hours:** Full Time Monday – Friday 9am to 5.30pm
- **28 days holiday** (including bank holidays). In addition, after one years' service you are entitled to one extra day per year of service up to a maximum of five extra days.
- **Access to company bonus scheme** (on successful completion of probationary period)
- **Company pension scheme** (on successful completion of probationary period)
- **Access to benefits** including a day off for your birthday, hundreds of high street savings, free Friday lunches, eye tests and winter flu jab, cycle to work scheme.