

Job Description

Key Account Manager/Account Manager

Position:	Key Account Manager/Account Manager
Department:	Account Management
Hours of Work:	Monday to Friday 35 hours per week (9 - 5.00)
Reports to:	Julie Sowa (Business Development and Client Services Director)

Summary:

As a result of rapid growth and the success we have achieved within our market sector, we are recruiting for a driven individual to join our Account Management team based in Hooton, Cheshire. You will be responsible for a portfolio of approximately 5 - 10 existing client accounts based across the UK, with the occasional client abroad.

As one of our Account Managers you will work with new and existing client accounts to ensure that we deliver the highest level of service and maximise all potential business, whilst maintaining regular contact with clients and reviewing their account performance monthly to ensure that it meets client objectives.

You will renegotiate and renew contracts on an ongoing basis and remain in constant contact sending, discussing and analysing monthly reports with clients. You will need to understand and interpret client data in a clear and commercial manner.

Full training on our proposition can be provided but you will need to be able to understand and interpret campaign data relating to Search Engine Optimisation (SEO) and Pay Per Click (PPC). The use of Microsoft Excel, analysing data and understanding trends will be part of the day to day role.

You will create contracts, proposals and marketing literature, renewing contracts, cross-selling new products and services, up-selling and retaining clients where applicable and check all client workflow in Pivotal ensuring delivery and placement of workflow in line with agreed client strategy.

You will work closely with internal departments to oversee delivery of service to enable you to manage the client's portfolio. You will attend both internal and external client meetings and proactively anticipate client's expectations regarding account performance before attending the meeting.



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Your main goal is to retain clients by fulfilling all aspects of the role and be proactive to identify and resolve any client issues in an effective manner.

If you're driven by building client relationships, delivering outstanding customer service and motivated by commission generated on renewals and the cross-selling of additional services, we want to hear from you.