

**Job title:** Account Manager  
**Location:** Midlands, including Birmingham, Warwickshire, Worcestershire, Shropshire and Staffordshire  
**Hours:** 8:00am – 5:30pm Monday – Friday  
**Salary:** Circa £30,000 plus commission  
**Reporting to:** Customer Services Director

**The company:**

Forward Waste Management is a dynamic and focused company providing innovative and value-added waste management services, primarily focused towards the manufacturing sector.

Privately owned and established for over 15 years, the company is a successful formation of three trading divisions achieving £8m annual revenue through a 40-strong team of highly competent and dedicated qualified waste managers, engineers and support staff. We serve an enviable client list of well-known blue-chip brands, our fast paced, service excellence led business always looking to stay ahead of industry trends and competitors. The company currently manages a wide array of disciplines including sales, marketing, service delivery and contract management through a combination of in-house and outsourced truck fleet facilities and fully licensed waste transfer operations. The company also manages its own sizeable equipment rental fleet, supported by integral workshop facilities equipped for a wide range of welding and fabrication, refurbishment and repair services, from its 50,000 sq. ft. facility based at Cardiff.

**The role:**

To ensure the delivery of the highest level of customer service, from managing the successful roll out of new contracts and developing additional services for existing client accounts. Main duties of the role include:

- Coordination and management of the roll out of all new contracts
- Building relationships by understanding and defining needs of existing customers
- Conducting monthly/quarterly meetings with key account customers within a defined account management and development process
- Winning value-added business from existing customers to and beyond targets by qualifying opportunities, then preparing and presenting compelling business cases
- Ensuring agreed service metrics and KPIs are delivered above client expectation
- Providing accurate monthly client account reporting forecasting against established budgets & targets

**Co-ordination**

- Developing strong internal department relationships to facilitate the optimum delivery, installation and commissioning of services, products and equipment
- Monitoring and control SLA agreements and evaluate KPI and contract progress
- Provide assistance to the Compliance Team to ensure that all associated service providers are statutorily and contractually compliant.
- Prepare management information for reporting to Board, including customer activities and other commercial development
- Maintain and updating in-house system

### Skills & experience:

- Experienced B2B Account Manager with a demonstrable track record of developing existing customer accounts.
- Previous waste management or similar environmental services background preferred
- Excellent written and spoken communication skills, being able to construct and present clear and compelling business cases

### The ideal candidate:

The ideal candidate will be an experienced B2B Account Manager with an excellent track record of maintaining and developing existing customer accounts.

- Highly motivated team player with the drive to sell, achieve and exceed set targets, working with credibility and integrity at all times
- Demonstrate proven business growth skills in addition to strong account management capability
- Be focused on exploring further opportunities at customer sites for shared benefit
- Able to negotiate, win and conduct business at senior management and Board level, while able to converse comfortably at all levels
- Maintain a structured approach to tasks within tight deadlines, remaining focused under pressure and with the flexibility to react and meet challenging goals and deadlines
- Must have a "hands on" attitude, being organised with excellent diary and territory management skills
- Have strong communication skills both written and oral, as well as the ability to think laterally to create initiative solutions for clients
- Be open to feedback and appraisal, keen to take ownership of actions and personal development
- Possess excellent interpersonal skills, organised with essential experience in Microsoft and sage IT packages
- Hold a clean driving licence
- Previous waste management or similar environmental services experience would be a distinct advantage

**To apply for this role, please forward a copy of your CV, along with a covering letter, to [hr@forwardwaste.co.uk](mailto:hr@forwardwaste.co.uk)**

**Strictly NO agencies.**

*Please note that all information received by Forward Waste Management as part of the recruitment process will be deleted and / or destroyed after 3 months from when you are sent the outcome of your application. If you would like us to retain your details and application information on file after this period for any future potential roles please contact the HR Department via email: [hr@forwardwaste.co.uk](mailto:hr@forwardwaste.co.uk) to confirm your consent. You are free to withdraw your consent at any time by way of emailing. Our full recruitment privacy policy can be viewed on our website: [www.forwardwastemanagement.co.uk](http://www.forwardwastemanagement.co.uk)*