

Job Title: Senior Customer Account Manager

Reporting to: Customer Services Director

Package: Competitive salary, performance related annual bonus, company car, mobile

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 £10m 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

The Senior Customer Account Manager will manage a current team of three Client Account Managers, to ensure the continuous development and enhancement of long standing client relationships. In addition, the Customer Services Manager will also be responsible for their own portfolio of major national account clients. The team size is expected double over the next three years in line with sales growth.

Main duties of the role will include, but it not limited to:

Team Management:

- Recruitment, training and development of additional Client Account Managers
- Effective management of the client account management team, to ensure the achievement of departmental targets
- Provide leadership to the team and motivate them to deliver results against set key result areas and performance indicators
- Set and agree individual targets and objectives for team members

- Support team in dealing with client account queries and obstacles, taking responsibility for commercial and operational decisions to ensure the best solution is reached for both the business and the client
- Prepare management information for reporting to Board, including customer activity reports with forecasting against established budgets & targets and other commercial development benchmarks

Strategic Development

- Working with Executive Board to set the ongoing strategies for delivery of optimum customer service standards, efficiency and profitability
- Defining future innovations to protect the uniqueness of the Forward Waste Management service brand
- Defining annual budgets including full profit and loss projections for the department
- It's essential for the individual to have an attitude and desire for continuous improvements.

Execution

- Working with Operations team to ensure optimum day to day service delivery is maintained, delivered and enhanced
- Analyse and review performance standards and take corrective action
- Coordination and management of the roll out of all new contracts, reviewing and checking service offering after first month of roll out
- Review and develop customer management operating systems

Account Management

- Building relationships by understanding and defining needs of existing and new national account customers
- Conducting monthly / quarterly meetings with key national 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.
- Working with Supply Chain department to ensure all services provided by 3rd parties are of the highest standard.

Skills and experience:

- Experience in managing an experienced and motivated client account management team within fast paced target driven environment
- Experience of B2B account management with a demonstrable track record of maintaining and developing major customer accounts

- Previous waste management or similar environmental services experience would be a distinct advantage
- Excellent written and spoken communication skills, being able to construct and present clear and compelling business cases
- Excellent planning and organisational skills with the ability to multi-task and prioritise team's workload
- Excellent influencing and negotiating skills
- Good interpersonal skills and ability to communicate effectively at all levels
- A positive mind – set and driven to succeed
- Proven business growth skills in addition to strong account management capability
- Experience in Microsoft and sage IT packages
- Clean driving licence

To apply for this role, please forward an up to date copy of your CV and / or covering letter to 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 to confirm your consent. You are free to withdraw your consent at any time by way of emailing.