

Job Title: Customer Account Manger
Location: Field Based – South Wales
Hours: 42.5 hours per week, Monday – Friday, 8:30am – 5:00pm
Package: Competitive salary, Commission, Company car (BMW)
Reporting to: Head of Customer Service

The Company: Forward Waste Management

Forward Waste Management is a well-established, dynamic company providing innovative and value-added waste management services, primarily focused towards the manufacturing sector. We deliver distinct innovation and environmental improvement for our customers by applying the recognized waste hierarchy of minimization, reuse, recycling and eliminating waste to landfill. Long term benefits are achieved through our professional proficiency in industrial waste management, expert knowledge of waste handling and processing systems and broad connections within the environmental arena.

Enviroquip, operates a sizeable waste equipment rental fleet being supported by integral workshop facilities equipped for a wide range of welding and fabrication, refurbishment and repair services, including waste compaction machinery manufacture from its facility based at Barry.

Further information on the company can be found on our website:

www.forwardwastemanagement.co.uk

Job Purpose:

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.

Principal accountabilities:

Account management

- Coordinate and manage the smooth roll out of all new contracts
- Building relationships by understanding and defining needs of existing customers
- Conduct 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
- Ensure agreed service metrics and KPIs are delivered above client expectation
- Provide accurate monthly client account reporting forecasting against established budgets & targets

Co-ordination

- Develop strong internal department relationships to facilitate the optimum delivery, installation and commissioning of services, products and equipment
- Monitor and control SLA agreements and evaluate KPI and contract progress
- 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 and experience:

Education and qualifications

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

Experience, knowledge and understanding

- Highly motivated team player with the drive to sell, achieve and exceed set targets, working with credibility and integrity at all times.
- 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
- 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 IT packages
- Hold a UK driving licence

Personal characteristics

- A role model of collaborative working
- Confident and articulate
- High levels of commitment to the achievement of business objectives
- Proven ability to challenge, influence and do things differently with positive business benefits
- Proven ability to build and manage budgets effectively

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. Our full recruitment privacy notice can be viewed on our website: www.forwardwastemanagement.co.uk