

About the job

We're looking for an experienced Account Manager to join our office-based Power & Utilities team to proactively work with named customer accounts and continuously seek opportunities to grow customer revenue, whilst providing first class customer service.

Working closely with our own brand FireBear, our range of ultra-lightweight specialist anti-static, flame retardant and arc flash protective workwear for the energy industry, you will become an industry expert guiding and educating customers to the best solution for their needs.

Job title: Account Manager

- Division: Power & Utilities
- Contract type: Permanent
- Hours: 40 hours per week
- Location: Poole
- Holiday: 30 days paid (inc. bank holidays)

What you will be doing

- Proactively schedule and complete agreed volume of outbound customer calls per day.
- Making appointments for BDM ensuring that all open opportunities are completely up to date and recorded in CRM.
- Manage requests for quotes and follow up as required, engaging other departments to ensure accuracy of information (inc. stock availability, delivery schedules, pricing etc).
- Document all customer interactions on CRM system, including calls, emails, tasks, projects, opportunities. Ensuring that information inputs are accurate and up to date.
- Analyse each customers' accounts to assess and identify opportunities to drive growth and profitability.
- Identify and sell existing or new whitespace products.
- Actively maintain positive client relationships through service delivery; anticipating needs and potential issues.
- Research and understand product availability, actively engaging with category management, fulfilment and operations teams.
- Keep track of NPS scores, seeking customer feedback as a means to identify areas for improvement.
- Research and stay up to date on industry trends relating to customer group, suggest product ranges that may be of interest.
- personnel, decision makers, key contacts or potential changes in business circumstances.
- Document and follow all processes specific to customer accounts (update as required). Ensuring any 'special' processes are clearly highlighted and adhered to
- Proactively work as part of the broader sales team and the sales shared service team to aid the development of business opportunities.
- Adopt a 'right first time' approach to all actions and interactions.

What's in it for you

- Modern open plan office
- Monthly profit share bonus scheme
- Holiday buy-back scheme
- Company sick pay
- Free onsite parking
- Perks at Work scheme
- Unlimited 'tuck shop' snacks
- Free lunch every Friday
- Charity dress down day every Friday
- Cycle to Work scheme
- Complementary Happy Birthday vouchers
- Subsidised workplace massage
- Management team 'Giveback Days'
- Eye care vouchers
- Employee Assistance Programme (EAP)
- Company social and corporate events

Who we are

We're a fast-paced, forward-thinking global solutions provider who is redefining operational excellence for businesses. We're famous for our fantastic customer service and for creating comprehensive solutions that help our customers stay ahead in an ever-changing world.

Our extensive power industry expertise, certifications, and best-in-class products make us a valuable partner in some of the world's most dangerous working environments. Our FireBear brand has been developed using wearer feedback and extensive trials to achieve record satisfaction levels enduring the toughest working environments.

We're acutely aware of how quickly the energy industry is changing, particularly as world leaders focus on the climate crisis. That's why we're working with the energy sector to meet the specific safety requirements of our customer base.

Where you work

Our open plan office encourages teamwork and communication. You will be working in a respectful environment surrounded by people that care about you just as much as our customers. We also believe diversity is the key to a success. That means your voice will always be heard no matter your role, and there will always be the opportunity to make a big impact.

Who you are

With extensive experience in B2B sales and customer management, you excel at building profitable long-term customer relationships ideally within the FMCG and distribution industries. Your strong commercial acumen allows you to analyse data and identify new business opportunities. You are customer-focused, highly organised and a skilled negotiator who consistently achieves win/win outcomes. Your ability to multitask, manage time effectively and maintain a positive attitude enables you to thrive under pressure and meet customer expectations.