

## About the job

We're looking for an experienced Subject Matter Expert to join our office-based Cruise team to grow our accounts in both revenue and profitability through a diverse range of activities and developing relationships with both customers and suppliers. Act as an industry expert within various product ranges; Offering consultancy and expertise as a way of adding value to the client's experience.

- Job title: Subject Matter Expert
- Division: Cruise
- Contract type: Permanent
- Hours: 40 hours per week
- Location: Poole
- Holiday: 30 days paid (inc. bank holidays)

## What you will be doing

- Building and managing relationships with internal customers and external customers such as non-commercial relationships (hotel operations, health and safety, public health, housekeeping).
- Nurturing an account to ensure it grows to its full potential.
- Working closely with clients to ensure involvement with their strategic planning and how we can support.
- Ensuring excellent working knowledge of product creation & delivery, change control, product definition and change management processes.
- Working closely with the internal account support to ensure customer expectations are met and products are delivered on time.
- Influencing the direction of accounts you look and after and proactively engage with the client to decide on the appropriate range of products they require.
- Working with the Divisional Managing Director to input into the annual budget setting for clients and establishing the growth targets.
- Researching sufficiently to enable you to act as the industry expert, thereby offering clients consultation on relevant products and processes.
- Working proactively with colleagues internally and with clients to improve the profitability of their accounts.
- Interrogating client accounts, conducting regular reviews of pricing and opportunities for margin growth and price increases.
- Sourcing products in response to clients' requests and use this information to anticipate future needs.
- Dealing calmly with client queries and concerns with high levels of professionalism and creatively, providing solutions to their problems.

## What's in it for you

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- 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.

### **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 and B2C sales and customer management, you excel at building profitable long-term customer relationships in the leisure, retail and hospitality 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 me to thrive under pressure and meet customer expectations.