United Kingdom Jobs Expertini®

Account Manager UKI

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Company: TravelPerk Location: United Kingdom Category: other-general

What you will do:

Keeping in contact with and maintaining a close relationship with your portfolio of key contacts

Monitoring satisfaction of our service to identify diagnose and remove any potential issues whilst ensuring the successful delivery of the agreed account management program

Monitoring monthly spend data from portfolios and highlighting to the Team Manager any possible downturn opportunities for upturn in business

Using customer data to provide meaningful insights as part of a customer account review gain feedback and ensure they are satisfied with Click Travel

Increase business from their portfolio through capture of their entire travel spends by minimising leakage and ensuring that they are fully aware of the full array of Click Travel services

Working closely with each of the clients and to earn their trust so that they treat you as an extension of their own team and involve you in their planning and decisions processes

Providing remoteweb based training to customers on how to use our platform if required

Working alongside other departments such as implementation finance and customer support to ensure seamless customer experience

What we are looking for:

Previous experience in Customer Success or Account management roles;Good communication skills well organised and used to working to tight deadlines and under pressureGood understanding of our platform from an end user perspectiveOutstanding presentation amp; communication skills and the ability to build deep relationshipsGreat prioritisation and time management skillsResultoriented mindset while keeping customer satisfaction as your top priorityGreat ability to analyse and translate data for your customersAvailability to travel to meet clients in reallife Bonus points for

Previous experience within business travel; Experience working with Microsoft ExcelGoogle Sheets

Our Benefits

Competitive compensation including equity in the company; Generous vacation days so you can rest and recharge; Health perks such as private healthcare or gym allowance depending on location; Flexible compensation plan to help you diversify and increase the net salary; Unforgettable TravelPerk events including travel to one of our hubs; A mental health support tool for your wellbeing; Exponential growth opportunities; VolunteerPerk We offer 16 paid hours per year that you can use to give back to society by volunteering for a charity of your choice

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