

Account Manager

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Company: Cox Automotive

Location: United Kingdom

Category: other-general

Summary

The Account Manager (AM) is responsible for the development and management of a floorplan portfolio of Motor Retailers within a defined territory across ten counties within the west of Ireland and midlands. The AM is responsible for managing NextGear Capital relationships in the areas of account servicing, risk mitigation and growth. The AM must achieve targets in the areas of New Business generation, Dealer spending with NGC, managing dealer delinquency, write-off, and portfolio management. The AM will also be responsible for maintaining and developing relationships with the company's vendors and business partners within their assigned territory.

Key Responsibilities & Accountabilities

Business Development

Proactively build a sales process that brings new customers and maintains existing customers with emphasis on value and service as NextGear Capital's key benefits.

Develop a sales plan within the defined territory.

Build prospect list through effective cold calling, lead follow up and referrals to generate a healthy pipeline of new Business Opportunities.

Hit target levels of performance in new applications and utilisation on a monthly basis.

Monitor applications throughout the credit process.

Responsible for contracting and orientation of new customers generated by own business development activity – ensuring they are fully conversant with WFS and all relevant processes and procedures.

Work with Cross Functionally with all key stakeholders within NGC and the wider Cox Automotive portfolio where appropriate.

Provide regular account management support to ensure utilisation is maximised with every live customer.

Hold monthly meetings with all key customers to add value to the relationship

Lead efforts to achieve volume and goal targets in all inventory and product types.

Develop specific zones and routing within the market to establish an organised marketing strategy.

Extensive travel within Market to solicit key dealer and auction relationships.

Portfolio Management and Control

Adhere to all policies, procedures and audit guidelines in relation to field operations.

Through an urgent approach build a process that minimises delinquent loans within company guidelines.

Lead Market in preventative portfolio management. Review reports and trends for exposure areas. Focus on Top loan exposures as it relates to cash value of loans outstanding.

Daily assessment of collections including performing on-site dealer audits and documenting collections efforts in a timely manner.

Co-ordinate, conduct and facilitate collateral repossessions in the field and communicate with the corporate departments – Risk & Recovery and Remarketing.

Assist with field collections and resolving field audits at the dealer's place of business and/or residence.

Ability to learn company operating and reporting system as well as Salesforce CRM.

Job Knowledge, Skills and Abilities

Of the automotive & finance industry

Understanding of the sources of stock for Retailers within the Car and LCV market.

Understanding of Stock Management systems and products

Sales Management (develop leads, contract customers, portfolio growth)

Strong New Business Development skills.

Strong Account Management skills to ensure NGC hold an important role in the business life of our customers.

Strong verbal and written communication skills

Strong negotiation skills

Strong time management skills and ability to manage deadlines

Must be comfortable in a high pressure, results driven and fast paced work environment

Must be proficient with Microsoft Office (Word, Excel and Powerpoint) and Outlook with the ability to manage high volume of electronic and voice communications.

Ability to learn company operating and reporting system plus Salesforce CRM

Education and Experience

Appropriate third level qualification.

Significant experience in sales and portfolio management

Experience gained within finance or auto industry

Supervisory Responsibilities

None

Training Requirements

On the job ability to learn new products/services offered and adapt to policy/procedure changes as required.

Physical Demands

Extensive driving – clean and valid driving licence

Occasional overnight travel

Work Environment

Field visits

Dealerships/Auctions visits

Other sites

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