

Client Service Manager

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Company: The Job People

Location: Cannock

Category: office-and-administrative-support

Client Service Manager

Key account management

Developing client relationships and new business opportunities

Ensuring that all service level agreements are achieved

Permanent role - £30k to £40k base (depending on experience)

Ideally with experience within the commercial vehicle industry

Based in Cannock

Duties of a Client Service Manager

Develop healthy relationships with customers and deliver the best service levels possible

Discover new business opportunities and set up meetings - including planning and preparing presentations

Increase sales revenue from accounts working with the Business Development Manager

Identify and enhance internal processes

Monitor performance to achieve KPI's

Train, mentor and develop staff - leading by example

Manage a team to perform

Continuous improvement

Experience of a Client Service Manager

Excellent communication and organisational skills

Ability to lead and manage by example with a passion to succeed

Previous management or team leader / supervisory experience

Able to understand customer requirements and deliver excellent levels of service and give examples of this

Presentation skills

New business wins, sales development and client relationships building skills

Ideally have an automotive or commercial vehicle industry background an advantage

Working hours of a Client Service Manager

8am to 4.30pm Monday to Thursday

8am to 2pm Friday - 37.5 hours - however some flexibility is needed when required.

£30k to £40k per annum

Based in Cannock

If you have the relevant skills and experience for the Client Service Manager role please apply

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