

Customer Relationship Manager

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Company: Rentokil Initial

Location: Morecambe

Category: other-general

Customer Relationship Manager

Location: Morecambe

Hybrid Working - home and office based

Salary £22,799, plus bonus and commission opportunities (OTE approx £28-£30k per annum) and company discount scheme

Do you have what it takes?

Do you get that great feeling when solving a customer issue?

Are you confident when speaking to customers over the phone?

To succeed in this role, you must be a positive and motivated individual who is able to deliver excellent customer service and be a team player.

Requirements

You will have:

Strong influencing and negotiation skills

An ability to build strong, sustainable relationships with customers and colleagues

Self-motivation and willingness to use your own initiative in situations involving customers

Experience of working towards and succeeding against targets

Experience in field sales or key accounts would be highly advantageous

If you are interested in the customers' lives and want to be a part of the best team atmosphere in Morecambe, we encourage you to apply. We have an exciting opportunity for

a new Customer Relationship Manager to join our busy and dynamic team in Morecambe who hold a reputation for excellent customer service.

Who are we?

We are Rentokil Initial, a FTSE 100 Group with a small company feel. We want our staff to enjoy working here and you'll find our people to be honest, approachable and outwardly friendly; whether it's first thing in the morning or on their way home.

What will you be doing?

You will be working for one of our many Group brands, Monday to Friday. The aim of the role is to retain and grow business by owning sales, support and service relationships for our customer accounts.

You will be a key member of our Customer Relationship team, providing a world-class level of service to our customers whilst increasing their spend on accounts.

The core responsibilities of your job will be:

To act as the main point of contact for your customers retaining and growing the accounts against set targets

To drive excellent customer service levels by providing a proactive and reactive service

To monitor the progress against service level agreements and own the communications with customers post-sale

To manage the onboarding of new contracts and carry out introductory reviews with our new customers

To carry out key accounts analysis from generated reports

Also to coordinate customer projects, special events and bespoke products.

Benefits

In return, we offer:

A competitive basic salary of £22,799 per annum + bonuses

Excellent training and support from day one

Performance-based salary grading, allowing you to move up the ladder

Bonuses based on individual and team performances

Promotion possibilities if you are a high performer

Benefits such as access to friends and family discount scheme called RI Rewards where you could earn discounts in over 3000 retailers

The opportunity to work within a diverse, fast-paced, and growing company

If you've made it this far, click apply! Don't miss this opportunity to join our growing team!

Rentokil Initial are an equal opportunities employer and are committed to creating a diverse working environment. To find out how we process your data view our privacy policy .

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