

Customer Relationship Manager

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Company: Akzonobel

Location: Upton Lea

Category: other-general

Customer Relationship Manager

* 12 Month Fixed Term Contract

* Slough SL2 5DS / Hybrid Working

We've been pioneering a world of possibilities to bring surfaces to life for well over 200 years. As experts in making coatings, there's a good chance you're only ever a few meters away from one of our products. Our world class portfolio of brands – including Dulux, International, Sikkens and Interpon – is trusted by customers around the globe. We're active in more than 150 countries and have set our sights on becoming the global industry leader. It's what you'd expect from the most sustainable paints company, which has been inventing the future for more than two centuries.

Job Purpose

Working as a member of our Decorative Paints business, you will take responsibility for the set-up, test and delivery a series of pilots for a B to B to C service proposition. This will involve overseeing a cross functional delivery team as well as identifying and making recommendations for improvements to enhance business efficiency and the customer experience. You will also develop an implementation plan to move from pilot to potential

launch.

Job Responsibilities

- * Collaborate with colleagues to develop, prepare & deliver test market pilots.
- * Nurture strong working relationships with external partners.
- * Oversee the testing of end-to-end process(es) of job planning & delivery.
- * Ensure the delivery of the Dulux experience to consumers making necessary correction(s) if necessary.
- * Identify gaps & improvement opportunities within the processes & implement process improvements ahead of later stage pilot & launch.

Job Requirements

- * Graduate calibre.
- * Extensive experience in B2B and B2C service providers.
- * Experience of working within a matrix organisation structure.
- * Used to managing cross functional project teams.
- * Full driving licence.

What Makes You Stand Out

- * Excellent communication, networking & interpersonal skills.
- * Enjoys a collaborative working environment where supporting colleagues is key.

- * Commercially astute.

- * Experience in the home improvement or construction industry.

What do we Offer at AkzoNobel

We offer great personal development opportunities and roles with breadth, depth of scope and impact. We also offer comprehensive packages including:

- * Competitive Salary (depending on experience).

- * 25 days holiday excluding bank holidays.

- * Income protection.

- * Staff discount at Dulux Decorator Centre stores.

- * Employee Assistance Programme.

- * Employee Life Assurance.

- * Company pension.

- * Product discounts.

- * Flexible benefits scheme offering benefits including Gymflex, retail card, dental cover and more!

We have been inventing the future for more than two centuries and need people like you to be part of the team.

Apply online via the link and we will get right back to you.

We are advocates of a healthy work life balance and mental wellbeing. We are happy to look at flexible working options for all our roles.

At AkzoNobel we are highly committed to ensuring an inclusive and respectful workplace where all employees can be their best self. We strive to embrace diversity in a context of tolerance. Our talent acquisition process plays an integral part in this journey, as setting the foundations for a diverse environment. For this reason we train and educate on the implications of our Unconscious Bias in order for our TA and hiring managers to be mindful of them and take corrective actions when applicable. In our organization, all qualified applicants receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age or disability.

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