

National Account Team Leader

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Company: Shared Services

Location: Gateshead

Category: other-general

Job Description:

National Accounts Team Leader – Gateshead or London

We are searching for a **National Accounts Team Leader** in our Gateshead or London office to supervisor a team of 8 Administrators. Delivering service excellence to both internal and external customers and the team are the principal point of contact between Churchill and our 30+ national account clients, providing first line Customer Services support.

Do you have previous experience of managing a team of administrator? Do you have strong administration skills and experience with working in a fast-paced environment? Are you organised and able to work to deadlines? Do you have good excel skills?

As National Accounts Team Leader You'll be:

Prioritising the workload of the National Accounts team – distributing high volumes of internal/external customer interactions.

Monitoring internal and external KPI's/SLA's, ensuring targets are achieved and minimising risk and financial penalty

Ensuring all reports are completed and distributed on time with a focus on accuracy and quality

Supervising the response to client quotes, queries and instructions in line with contractual agreements and ensuring all are commercially viable

Identifying escalations and priority issues, resolving disputes and diffusing complaints in a

professional manner with the assistance of the CSM

Ensuring the accuracy and profitability of HelpPoint's commercial activity

As National Accounts Team Leader You'll have:

A genuine passion for Customer Service, an excellent verbal and written communicator with an attention to detail

Previous experience of managing a team

Excellent organisation skills, with effective and efficient time management and the ability to multi task

Experienced with the ability to work to tight deadlines and deliver against client SLA's and internal targets

Positive attitude with a "can do" approach in problem solving able to demonstrate initiative and work independently

Ability to engage and understand operational and client requirements

Computer literate with the ability to effectively use Microsoft Office and other common management and CRM software programmes.

What we offer you

The opportunity to be part of one of the fastest growing specialist FM providers in the UK.

This means that as our teams continue to grow, so can you.

The good stuff

We are employee-owned, making you a beneficiary of our future success

Two paid volunteering days annually – from beach cleans to supporting your local community. You choose...

More than 250 perks and hundreds of exclusive deals and discounts

Lots of training, development & apprenticeship opportunities to grow and progress your career

Our Mosaic committee & Mental Health First Aiders leading the change on all things Wellbeing,

Diversity & Inclusion at Churchill

All year-round recognition and annual awards programme to thank our shining stars

Our commitment to Diversity, Equity and Inclusion

Churchill is an inclusive, equal opportunity employer and seeks to attract, develop and retain the best people from the widest network. We're committed to ensuring that all candidates are treated fairly, and with respect and dignity.

Reasonable adjustments

Please let us know if there are any adjustments we can make to support you during our recruitment process. We're happy to help.

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