

# United Kingdom Jobs Expertini®

## 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 supervise 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 CSMEnsuring the accuracy and profitability of HelpPoint's commercial activity As National Accounts Team LeaderYou'll have:A genuine passion for Customer Service, an excellent verbal and written communicator with an attention to detail Previous experience of managing a teamExcellent organisation skills, with effective and efficient time management and the ability to multi taskExperienced 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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