

## Senior Service Account Manager

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Company: Impression Recruitment

Location: United Kingdom

Category: other-general

Impression Recruitment are excited to be working with our established client who offer a fantastic product range nationwide. They are now on the lookout for a new **Senior Service Account Manager** to join their successful and fast-growing team. As a leading company in their field, they believe in delivering exceptional levels of service alongside their great product range, whilst also continually maintaining a loyal client base. Your role will be to act as a Team Leader to 4-5 Service Account Managers, taking ownership of the overall success of the department and ensuring that the aforementioned levels of service are upheld and improved on where necessary.

### **As the successful Senior Service Account Manager your duties will include:**

Play a crucial role of being a Team Leader to 4-5 Service Account Managers.

Training, mentoring and providing support to the Service Account Managers to help the department excel.

Conduct quarterly and annual reviews with the team to ensure quality standards are upheld and look for improvement where necessary.

Have a good knowledge of all of the accounts within the team in order to step in and assist when required.

Action all calls made to the department, answering any queries from customers and respond to any issues in an efficient manner

Coordinate appointments between various parties

Diary management – arrange for external team members to attend customer visits ensuring efficiency in their routes and daily workload

Provide detailed information to external team member to ensure work can be completed

Upload data onto internal system to be accessed by both internal and external members

Ensure all inputted information is done so with attention to detail

Document administration which will be recorded internally but also sent out to clients for use

Liaise effectively with departments to ensure quality customer service is maintained

Regular liaison with suppliers actioning any queries, processing warranties etc

Ensure all customer service issues are dealt with in a timely and professional manner

**Skills required:**

History of leading a team in a busy, fast-paced environment (preferred)

Previous experience in an administration, coordination, scheduler or planner role

Enjoy establishing and maintaining positive working relationships with customers

Ability to work in a busy environment

Excellent telephone manner

Exceptional written and verbal communication

Good working knowledge of MS Office

Keen eye for detail

Team player

Can-do attitude

**As Senior Service Account Manager you will be rewarded with a salary of up to £30,000 per**

annum, working 9am – 5pm, Monday to Friday in a fast-paced and rewarding office environment. In addition to your annual salary, you will also gain the opportunity to work for an outstanding company with a great reputation in their industry. If this role sounds like an exciting new challenge for you then **apply today** to avoid disappointment!

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#### Cross References and Citations:

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