

Service Account Manager

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Company: Impression Recruitment

Location: United Kingdom

Category: other-general

Our Harrogate based client, who offer a fantastic product range nationwide, are now on the lookout for a new **Service Account Manager** to join their established but 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.

As the successful Service Account Manager your duties will include:

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

Assist internal team members with any general administration tasks

Skills required:

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

Enjoy establishing and maintaining positive working relationships with customers

Ability to work in a fast paced environment

Excellent telephone manner

Exceptional written and verbal communication

Good working knowledge of MS Office

Keen eye for detail

Team player

Can-do attitude

Our client is looking to reward you with a salary up to **£27,000** per annum plus great benefits! 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.

Does the **Service Account Manager** role sound perfect for you? Let us know by applying **ASAP**.

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