

Utility Client Manager

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Company: The Green Recruitment Company

Location: England

Category: other-general

The Green Recruitment Company is partnering with a global real estate services provider, with a company headquartered in London. Utilising a vast network spanning the Americas, Europe, Asia Pacific, Africa, and the Middle East, they offer advice and services for residential and commercial property acquisition, leasing, development, and value realization. **Role Overview:** The Client Manager's role is to act as a single point of contact for property clients and the PM team, ensuring accurate utility data, attending client meetings, and delivering timely reports. This Cardiff-based position within the Property Management (PM) Division's Energy team involves collaborating with the wider energy team and visiting Savills Property Management offices as necessary. **Key Responsibilities:** Act as a single point of contact for property clients and the PM team. Ensure accuracy of client utility data. Attend meetings with clients and surveyors. Deliver automated reports punctually to clients, sustainability team, and third-party consultants. Visit Savills Property Management offices when required. Collaborate with the wider energy team. Resolve performance issues and assist in escalations resolution. Develop a robust energy strategy in collaboration with the senior client manager. Monitor SLAs and KPIs for service delivery, prioritizing VIP clients. Proactively monitor clients' query tickets to prevent escalation risks. Design high-quality energy reporting and ensure timely delivery of client reports. Submit reports to senior manager for quality assurance. Ensure service continuity during absence. Work with senior manager to ensure accurate data from various sources. Identify opportunities for upselling services to clients. Travel to various UK locations for meetings as required. **Key Skills:** 2 Years in a client facing energy industry position. Possesses vision and develops effective client

strategies. Builds excellent relationships to generate business. Commits to challenging goals and consistently delivers. Drives continuous improvement for efficiency and effectiveness. Self-starter who embraces challenges and strives for excellence. Strong team player, establishes trust and credibility quickly. Demonstrates leadership and is prepared to take the lead. Diplomatic yet assertive, able to project influence positively. Confident with a positive outlook. Strong decision-maker with integrity. Curious and innovative, pushes boundaries. Focuses on increasing client satisfaction and best business practices.

Team Overview: The Energy team sits within the Property Management (PM) Division, providing an energy bureau and procurement service to the Property Management client portfolio. Working closely with Savills Property Management's ESG and Sustainability teams, the Energy team aims to deliver a client-focused Energy and Utility service. With approximately 70 members, primarily based in Cardiff, the team is divided into four smaller teams: Client Management, Operations, Procurement, and Data Support, with Client Managers situated in Manchester, Birmingham, London, and Cardiff.

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