

Account Co-ordination Manager

We are currently recruiting for an Account Co-ordination Manager with extensive and proven experience of strong customer service and people management to lead our account co-ordination function at our International House office in Newark, Nottinghamshire.

Reporting to the Head of Account Management, the main responsibilities of this role are to:

- Ensure customer standards are met (or exceeded)
- Ensure compliance with obligations of agreed customer contracts
- Monitor and manage KPI's with actions identified to maintain/improve performance
- Maintain strong customer relationships
- Continually seek to innovate and provide value for customers in service delivery
- Provide day to day line management of the team of Account Co-ordinators

Other responsibilities and duties will include but not be limited to:

- Collaborating with Customer Support, Sales and Account Management teams to develop and grow the accounts or reach prospective customers
- Developing strong and long-term relationships with customers and suppliers to ensure service delivery is upheld
- Working with Key Account Managers to ensure KPI's are monitored and managed with actions identified to maintain/improve performance, and internal and external customer feedback is evaluated to provide optimal delivery of projects and build on continual communications
- Ensuring client needs are identified and where viable innovative and/or creative solutions are developed for projects, leveraging available expertise, operational capabilities and technologies
- Identifying opportunities for cross selling and upselling waste/resource management solutions and notify the Key Account Manager
- Maintaining an understanding of the current law and best practice relating to waste/resource management
- Providing accurate and timely information as required by the Company from time to time
- Managing the team of Account Co-ordinators to ensure that their duties are completed accurately and within time scales set out by the company from time to time
- Contributing to the timely preparation of financial forecasts and budgets
- Assisting with the preparation of tenders to potential new customers and existing customers and providing support to submit tenders timeously in accordance with agreed tender process



About You

You will have:

- Excellent written/oral communication, interpersonal and presentation skills
- The ability to exhibit innovative thinking, aimed at improving processes and achieving results.
- A desire to continually learn, develop new skills and increase knowledge, whilst being highly self-motivated to continually improve service delivery and value
- Strong numerical skills
- Extensive experience in customer service / account management / sales teams
- The ability to manage multiple relationships simultaneously
- The ability to prioritise tasks and manage time/workload efficiently
- Effective and efficient problem-solving skills and be a confident decision maker
- People management experience and strong leadership skills
- Further or Higher Education qualification.

Whilst not essential, waste management experience, contract management skills and holding a full driving licence will be beneficial to this role.

