

Account Co-ordinator

Greenzone has an exciting opening for a full-time Account Co-ordinator to join our dynamic team

Why Greenzone?

An opportunity for work for an innovative forward-thinking business that strives to make our communities better.

About the Role

We are currently recruiting for an Account Co-ordinator to provide support to our Key Accounts customer base.

Reporting to the Key Account and Team Manager, the main responsibility of this role is to ensure all customer queries are resolved within specified SLAs to maintain contract compliance and to deliver exceptional service at all times.

Responsibilities will include but not be limited to:

- Managing all administrative duties in relation to the Key Account customer base.
- Accurately inputting customer collection data to ensure the Company system is up to date and for the timely completion of customer and Company reporting.
- Acting as a first point of escalation for any complex customer issues and queries for the Customer Support Team Leader.
- Instructing the Customer Support Team to process service adjustments in an accurate and timely manner, ensuring customers and suppliers are kept up to date at all times, and ensuring that all service adjustments are actioned in line with the customer contract or as otherwise agreed with the customer.
- Maintaining a high standard of service delivery and contract compliance and also ensuring all issues/queries are resolved.
- Calculating and producing quotations within agreed parameters of margin and value.
- Assisting in the preparation for and attending customer site visits and meetings as required by the Key Account Manager.
- Supporting the Key Account team as reasonably required to achieve department Key Performance Indicators.
- maintaining strong relationships with customers and to act professionally and courteously at all times in all communications.
- Providing general office and administration duties as required.

About You

You will have a strong confident personality with excellent communication skills (accurate, articulate, and professional written and verbal communications). You will have the ability to prioritise tasks and management your time and workload efficiently. You must be numerate and be able to multi-task and meet strict deadlines. You will also have extensive experience of working with Microsoft office package and working within a customer facing role.

