

# KEY ACCOUNT MANAGER

Due to continued business growth, we are currently recruiting for an additional full-time Key Account Manager to join our dynamic team based in Newark, Nottinghamshire.



## ABOUT THE ROLE

The Key Account Manager will be responsible for managing accounts allocated to the role holder.

Responsibilities will include but not be limited to:

- Ensuring smooth service transitions on entry and exit from customer contracts.
- Maintaining strong customer relationships and retain and grow existing accounts (including by proactive account management).
- Maintaining and exceed Company margin and revenue targets from business development and value engineering of existing accounts.
- Continually seeking to improve and innovate in brokered waste/resource service delivery and provide value for customers in service delivery.

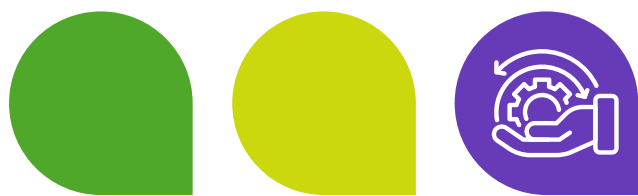
## OTHER DUTIES AND RESPONSIBILITIES INCLUDE:

For each account:

- Complete and maintain an Account Development Plan (ADP),
- understand and ensure compliance with the terms of the contract and SLA between the customer and the Company,
- ensure service delivery meets or exceeds customer standards and expectations,
- meet with the customer regularly to review and continually improve the service,
- carry out waste audits at regular intervals with a view to continual improvement of brokered waste/resource services, produce customer and internal reports as required,
- take ownership of the strategy for retention and growth
- identify and communicate risks/threats and solutions promptly, update Company CRM with business development activity, and ensure:
  - contract documents are retrievable, signed and current,
  - a continual and up-to-date knowledge of matters affecting the customer and their waste arising,
  - the Company participates and contributes to customer waste initiatives (as agreed by the Company),
  - KPI's are monitored and managed with actions identified to maintain/improve performance,
  - internal and external customer feedback is evaluated to provide optimal delivery of projects and build on continual communication
  - client needs are identified and innovative and/or creative solutions are developed for projects, leveraging the available expertise, operational capabilities and technologies, and;
  - maintain an awareness of competitor activity and feedback to the company.

The role holder will also be required to:

- Identify opportunities for cross selling and upselling waste/resource management solutions.
- Maintain an understanding of the current law and best practice relating to waste/resource management
- Provide accurate and timely information as required by the business.
- Contribute to the timely preparation of financial forecasts and budgets.



# KEY ACCOUNT MANAGER

- Assist 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.
- Represent the Company at external events, conferences, and meetings. Anticipate that meetings with customers and site waste audits will be conducted on a weekly basis.
- Any other reasonable duties as required by the Company in connection with the effective and efficient management of accounts to ensure exceptional service levels, retention and growth of the accounts.



## ABOUT YOU

### Experience:

- Extensive experience of working within the waste industry.
- Proven track record of achieving successful operation, retention, and growth of existing accounts.
- Extensive experience in customer service/ account management teams.

### Skills:

- Strong confident personality with the drive and determination to meet with customers and make a difference.
- Excellent written/ oral communication, interpersonal and presentation skills.
- The ability to exhibit innovative thinking, aimed at improving processes and achieving results.
- The desire to continuously learn, develop new skills and increase knowledge.
- Be self-motivated and highly motivated to continually improve service delivery and value.
- Strong numerical skills.
- The ability to manage multiple relationships simultaneously.
- The ability to prioritise tasks and manage time/ workload efficiently. Effective and efficient at problem solving.

### Knowledge:

- Obtain and maintain a knowledge of the waste industry (including closed-loop-solutions, circular economy, sustainability, and resource management) and waste management regulation, laws and best practice

### Qualifications:

- Maths and English at GCSE level or equivalent.
- Further or Higher Education qualification.
- Full driving license.
- WAMITAB Qualification

### Other:

- Be willing to travel and work away from home location on a weekly basis.
- Be a CIWM Member.

## BENEFITS

- Competitive salary and benefits
- Company Pension scheme and Life Assurance scheme
- 25 days annual leave per year, plus bank holidays
- Career development and training opportunities
- Eatzone – our on-site subsidised canteen
- Subsidised gym memberships
- On-site parking
- Employee Assistance Programme

