

Key Account Manager **Job Description**

Division / Functional Team:	Account Management
Reports To:	Account Director
Responsible For:	No direct reports
Location:	Buckshaw Village
Based:	Buckshaw Village
Hours:	37.5 per week

Overview:

As a Key Account Manager you will be responsible for prospecting and on-boarding new clients whilst also maintaining and developing existing accounts.

You will be required to interact with colleagues across the company and within your team to facilitate the smooth implementation of new car park management schemes as well as ongoing maintenance of existing systems to guarantee the delivery of a positive client experience at all times.

You must have demonstrable work experience in a client-facing role with the aptitude and desire to learn new technical concepts and technologies. You will be responsible for negotiating future contracts, solving day to day issues and cross selling the company's other products and services.

Key Duties and Responsibilities:

- Prospecting for potential new clients and turn this into secure contracts
- Network, contact and present to new clients; exhibitions, pitches, site visits
- Research and build relationships with new clients
- Identify potential new clients and meet with decision makers
- Contribute to the solution/service/cost structure
- Play an integral role in new business pitches and hold responsibility for the effective on-boarding of new clients
- Gain a detailed knowledge of the car park management system and understand how this product can be implemented to meet the requirements of the client
- Compile proposals and contracts
- Maintain a pipeline of current and potential clients to provide information relating to targets and projections for potential growth of a client

Client Retention Requirements

- Present new products and services to enhance existing relationships
- Build strong and positive relationships with clients at various levels
- Work with technical staff and other internal colleagues to meet customer needs
- Be the key interface between the client and all relevant internal departments
- Plan and project manage the implementation of numerous car park management systems at any one time with the assistance of an Account Executive
- Delegate work to an Account Executive who will assist in the day to day management of an account
- Complete administrative tasks in connection with internal processes/procedures
- Communicate with clients and colleagues via telephone and email
- Attend client implementation meetings
- Ongoing operational analysis of client sites to ensure profitability at all times
- Production of management information/reports as and when required internally and externally
- Identify any training/knowledge needs for clients and prepare and perform training sessions/documentation
- Initiate and lead periodical account reviews with clients to ensure client satisfaction
- Identify opportunities to cross-sell

Formal Qualifications and Experience required:

- Experience of selling to and managing key accounts
- The ability to demonstrate how to grow revenues using account management principles
- Worked in a complex project environment
- Previous accountability for making commercial decisions
- Intermediate/advanced MS Office skills
- Demonstrate leadership of tasks and projects in previous working history
- Ability to find and pursue new leads and sign potential clients
- Strong account management and relationship building skills
- Excellent organisational, prioritisation and communication skills
- Strong I.T. and written English language skills
- Ability to multi-task
- Confidence in dealing with all levels of personnel both externally and internally
- Aptitude to work both independently and as part of a team with an element of team leadership
- Willingness to assume responsibilities and take ownership of tasks
- Capacity to work under pressure as customer requests can often occur in an unpredictable manner
- Travelling and overnight stays will be required as part of the role

Personal Attributes/Skills:

- Customer service minded
- Good commercial acumen
- Solutions oriented with good problem solving skills
- Professional approach and results driven
- Attention to detail
- Proactive and shows initiative
- Team player
- Highly self-motivated
- Hands on and flexible approach
- Ability to working towards strict deadlines
- A friendly and personable person who will strive to be part of the company

Additional information:

NOTE:

This Job Description is a guide only and is not exhaustive.
Additional duties may be required as and when the needs of the business or position dictate.

Signed: Date:
Employee

Signed: Date:
On behalf of ParkingEye Ltd