

# Job Description

**Job title:** Internal Account Manager  
**Reports to:** Head of Customer Experience  
**Hours:** Mon-Fri 9.00am – 5.00pm  
**Salary:** Dependent on skills and experience

## About the company

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At Businesswise Solutions, the UK's most talented energy pricing analysts, energy improvement specialists and thought leaders are shaping the future of business energy.

We are looking for ambitious and passionate individuals to join us during an exciting period of growth.

Together, we can help change the way businesses buy and manage energy by delivering exceptional customer experiences through innovation, technology and continuous investment in our people.

If you think you have the skills and characteristics we need, please get in touch.

## About the role

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We are looking to invest further in our Energy team and need to recruit high-calibre professionals to help us achieve our growth plans. This is an excellent opportunity to join a winning team and demonstrate your ability to make a positive contribution towards our business goals in a setting that will stimulate you, challenge you, and reward your success.

You will be responsible for portfolio management and delivering service expectations for new and existing customers. The right person will be able to develop strong relationships to secure renewals/retention, working closely with field-based sales team.

## Responsibilities

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- Project management of all service deliverables
- Customer information & document management
- Managing and delivering client expectations
- Identifying new development & revenue opportunities
- Negotiation of procurement tenders to maximise revenue and closing of contracts
- Produce Management Information (MI) reporting for customers from the Energy Management System/portal
- Respond to automated, self-identified, internal and external client-raised queries.
- Produce ad hoc, basic and bespoke contractual reports – i.e. accruals, budgets and consumption reports
- Identify on-going savings through forensic analysis of current accounts
- Assist in developing further energy management services for existing and new customers

## Knowledge, Skills, Experience

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### Key Experience:

- Successful track record of client portfolio management/retention and growth
- Proven ability to build strong relationships, internal and external by email, phone and face-to-face
- Ability to effectively plan and prioritise workloads in line with KPI's
- Demonstrated influence and negotiation skills in order to build strong relationships and delivery expectations

**Skills Required:**

- Advanced Excel skills;
- Customer focused;
- Excellent communication and interpersonal skills;
- Proven analytical skills;
- Ability to use own initiative with a pro-active attitude;
- Capacity to work under pressure;
- Strong oral and written communication skills;
- Result driven;
- Technically competent;
- Good commercial acumen with a desire to readily embrace challenges.

**To apply for this role please send your CV and covering letter through to [recruitment@businesswisesolutions.co.uk](mailto:recruitment@businesswisesolutions.co.uk)**