

Job Description

Job title:	Experienced Account Manager
Reports to:	Head of Customer Experience
Department:	Account Management
Hours:	37.5 Hours per week Mon-Fri 9.00am – 5.00pm with some flexibility as required
Remuneration:	Dependant on skills and experience
Additional Benefits:	Company Standard Benefits

About the company

We **eliminate business energy waste** so that our clients can focus more energy on **powering their business**. We take **complete control** of our clients energy management and **improve bottom line profitability**.

We take a **data and service-led** approach to **controlling** energy, using **Energy Information Technology (EIT)** combined with **people power** and **knowledge**. By taking a **transparent** approach we are able to provide our clients with **complete visibility** and **no surprises**.

Our **amazing people** are **ambitious**, hard-wired for success and are **invested in customer outcomes**, seeking out **continuous improvements** to help deliver a **market leading** solution.

About the role

Account Managers are responsible for managing the commercial relationship and portfolio management of existing and new corporate clients. Developing strong relationships with customers to secure renewals/retention and identifying new opportunities.

Responsibilities

- Developing & maintaining a portfolio of corporate clients
- Identifying new development & revenue opportunities
- Negotiation of procurement tenders to maximise revenue
- Project management of all service deliverables
- Attending regular strategy meetings with clients to understand, support and deliver objectives
- Customer information & document management
- Managing client expectations

Knowledge, Skills, Experience

Key Experience:

- Strong understanding of the energy industry and products
- Successful track record of client portfolio management/retention and growth
- Proven ability to build strong relationships, internal and external.
- Demonstrated influence and negotiation skills in order to build strong relationships and deliver expectations
- Ability to effectively plan and prioritise workloads in line with KPI's

Skills Required:

- Customer focused;
- Commercial acumen;
- Excellent communication and interpersonal skills;
- Proven analytical skills;
- Ability to use own initiative with a pro-active attitude;
- Capacity to work under pressure;
- Influencing and negotiation skills;
- Strong oral and written communication skills;
- Business awareness;
- Result driven;
- Technically competent.

Invest In Growth

We **nurture** our people, **develop** our technology and **inspire** our teams to achieve great things

Our Behaviours

Invest in growth – Our People...

Are **consistent in their delivery** yet always looking for ways to **continuously improve**

Accept willingly and enthusiastically
Embrace evolution and are **adaptable** to change
An ongoing effort to improve products, services, or processes
able to adjust to new conditions

Support others and work towards common goals

Give assistance to

Create Exceptional Experiences

We **ignore the accepted** industry norm, our ideas are **bold** and **adventurous**, and we are **confident** in our ability to deliver **solutions that matter**

Create Exceptional Experiences – Our People...

Are **deliberate** in their approach and **tenacious** in their execution

carefully weighed or considered; studied; intentional
Unwilling to accept defeat

Create **ambitious** targets but are never afraid of failure

Having or showing a strong desire and determination to succeed

Are encouraged to break new ground and unlock untapped **potential**

Capacity to develop

Take Complete Control

We act with **precision** and **authority**, hold ourselves **accountable** and take **pride** in delivering **positive outcomes**

Take Complete Control – Our People...

Lead by **influence** with clarity and **purpose**

The power to have an effect on people or things
A sense of resolve or determination

Are **trusted** to make the right decisions

Able to be depended on

Act with **integrity**, **certainty** and freedom from complexity

The quality of being honest and having strong moral principles

Firm conviction that something is the case