

JOB DESCRIPTION – ACCOUNT MANAGER

Job title	Account Manager
Reports to	General Manager
Location	Knowsley
Key interface	Commercial Director Client Account Handler Warehouse Operatives Operations team
Reports	Account Handler

Job purpose

Develop, maintain and measure SEKO UK`s activity with the client. Manage all aspects of SEKO`s relationship with the accounts to achieve optimum business retention, profitability and development.

- a) Retention – Ensures that clients cross functional and geographical operational requirements are proactively identified and serviced. Establishes quality procedures and process improvement, and reviews to continuously attain service improvements.
- b) Profitability – Understanding the commercial model, monitors profitability, identifies threats and opportunities and implements rectification or development actions accordingly.
- c) Development – Implements strategies to assist the client in attainment of their corporate growth and efficiency objectives. Implements a programme with the Client to improve their logistics capabilities as measured by cost to value ratios, improved cycle times and improved Client service. Increases SEKO`s revenues and profitability through providing enhanced value-added service
- d) Sales development from the ground up of specific identified prospective Clients

Key duties and responsibilities

Responsibilities	Description
CONTRACT AND PERFORMANCE MANAGEMENT	<ul style="list-style-type: none"> • Be familiar with the contract, agreed services and their levels with dependent responsibilities • Monitor delivery of the service levels on a weekly and monthly basis • Identify trends/problems/potential solutions • Agree problem escalation process with Client • Review reports & data
PROFITABILITY MANAGEMENT	<ul style="list-style-type: none"> • Assist in delivery of target profit margins and growth objectives. • Engage with debtor reports and query logs and - where appropriate - intervene and aid the process of on-time payment
MANAGE INTERNAL / EXTERNAL RELATIONSHIPS	<ul style="list-style-type: none"> • Develop long term relationships at all levels within the Client, suppliers and SEKO internal teams • Internal and external weekly, monthly and quarterly routines of communications/meetings. • Travel, as necessary • Identify issues which require engagement of or delegation to internal teams or escalation to the account sponsor
DEVELOP BUSINESS OPPORTUNITIES	<ul style="list-style-type: none"> • Develop and maintain an Account Plan & Strategy to compliment the business objectives of SEKO and the Client • Systematically record, progress and finalise all agreed deliverables • Maximise opportunities for extending product/ service offerings. • Keep up to date with market developments in relation to the Client's business with Seko.
MANAGE CLIENT SERVICE EXECUTIVES	<ul style="list-style-type: none"> • Create a team plan of engagement for each client • Goal setting and appraisals • Development plan for each executive
PROJECT MANAGEMENT	<ul style="list-style-type: none"> • Ownership and management of client improvement projects. • Reporting on status of each project in line with agreed target achievements.
ADHOC PROJECTS	<ul style="list-style-type: none"> • As identified and agreed with Seko Management

Maintaining a safe, secure, and legal work environment; developing personal growth opportunities.

Maintains quality service by enforcing quality and customer service standards; analysing and resolving quality and customer service problems; identifying trends; recommending system improvements.

Contributes to team effort by accomplishing related results as needed.

Any other reasonable request of senior management

Qualifications and key skills

International / Domestic contract logistics management

Strong communications skills

Team Leadership ability

Business/ Commercial Acumen

Relationship Management ability

Strategic Vision and Planning skills

Problem solving

Cultural empathy

Selling skills

Self-motivation

Project management

Intermediate to Advanced Excel, Word & PowerPoint skills.

Minimum:

2 years' experience in a strategic client account role

Proven experience of leading/ Chairing client meetings QBR's/ MBR's

Proven experience of Commercial account management

Quality Management, Results Driven, Developing Standards, Foster Teamwork, Handles Pressure, Giving Feedback

KPI's

- P&L Target
- Client Feedback
- Annual client development plan -
- Management of team
- Stretch target

Other Duties

- To apply, promote and practice unit rules and regulations
- To apply, promote and practice Health and Safety instructions and regulations
- To apply and promote all Statutory requirements as instructed
- Embrace, demonstrate and promote good customer service at all times
- Undertake a programme of personal development in line with the company process
- Undertake any other duty deemed reasonable by your manager

Working conditions

Core working hours are 37.5 per week Monday to Friday between 8.00am-6.30pm, a set working pattern is required with some flexibility.

Working reasonable hours as required to fulfil the role

Working conditions may include working with challenging clients, and in a highly targeted fast paced environment.

The job holder is required to adequately manage themselves in an environment with the pressure of a fast paced and highly targeted work environment and to communicate any excessive pressure or other types of demands

Physical requirements

This role requires particular physical attributes due to its nature and tasks. A standard of physical health and fitness is required i.e.:

- good vision, good hearing, and mobility

Additional Information:

This job description sets out the current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Agreement to this job description does not confirm employment status. Employment or worker status will be confirmed alongside all notable terms, within the offer letter and contract of engagement or worker agreement.