

Job Description: Global Account Manager

JOB TITLE Global Account Manager

LOCATION Windsor

HOURS 37.5 hours, Monday - Friday

REPORTS TO Head of Account Management

KEY ACCOUNTABILITIES

Develop, maintain, and measure activity with key accounts for optimal business retention and growth.

Produce tariffs, meet profit targets, and enhance SEKO's revenues through value-added services for key accounts.

KEY CONTACTS

Client
Operations
CSG Group

SKILLS

Strong Communication 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

QUALIFICATIONS AND EXPERIENCE

Demonstrated experience in strategic account management or a related field.

Experience in project management, including successful project delivery.

Intermediate to advanced Excel skills for data analysis and reporting.



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YOUR TASKS AND RESPONSIBILITIES:

- Review monthly buy rates and update tariff's with target profit margins.
- Review achieved profit margin on monthly basis and adjust tariff to achieve/ exceed profit target.
- Liaise with Operations Dept to manage costs in order to maximise profit.
- Identify customer expectations and financial objectives
- Agree joint business plans to deliver customer expectations / joint financial objectives
- Understand customers organisational structure and match SEKO contacts appropriately and establish customer support team
- Manage joint improvement / development projects
- Facilitate joint planning forums; define project plans and action points
- Continually look for new ways to add value; analyse costs and processes
- Update Standard Operating Procedures and communicate changes as appropriate
- Bench mark customer related industries for best practise
- Maintain day to day visibility of operational issues/systems support



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