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Job Description

Job Title:	Account Manager
Department:	Account Management
Reporting to:	Head of Account Management
Location:	GFS Office or Home
Contract:	Permanent
Hours:	37.5

GFS is a leader in the creation of high-tech solutions for the eCommerce and Logistics market space. We provide a multi-carrier solution to small and large businesses alike, providing a single point of contact and a simple Customer focused delivery solution. We provide accurate and up to date tracking of all parcels, manage all questions and queries and seamlessly handle claims for missing and damaged goods. Our solution has helped many retailers reach customers across the UK and worldwide that were previously out of their reach.

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Role Description

A GFS Account Manager has overall responsibility for managing the collaborative relationships with our mid-tier customers. They are responsible for developing relationships and retaining our customers; connecting with key business executives and stakeholders and scheduling regular business review meetings with customers.

The role of a GFS Account Manager is field based and you will be expected to spend a significant amount of time meeting customers out of the office and travelling.

Main areas of responsibility

- Managing a customer portfolio for mid-tier customers;
- Acting as the primary point of contact for GFS customers;
- Liaise with GFS departments, including Customer Services, Operations, Pricing, Accounts and IT to improve the entire customer experience;
- Answer customers queries and identify new business opportunities amongst existing customers;
- Retention of customers and nurture those key relationships over time;
- Meetings with customers as necessary;



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- Presentations to key customer contacts regarding GFS' products and services;
- Providing accurate status reports of existing accounts and new business opportunities;
- Generation of new business sales from existing customer accounts through upselling and cross-selling;
- Manage, maintain and improve the Customer's business profitability through commercial rate reviews and cost management;
- Acting as a liaison between customers and GFS Departments;
- Collaborate with Sales team to support onboarding of new mid-tier customers;
- Meeting deadlines, and achieving targets as set by Manager;
- Ensuring that the customers within your remit adhere to payment terms;
- Maintain accurate records of customers interactions up to date on HubSpot;

Education & Experience

- Educated to University Level;
- 3 years consultative selling experience working at Board level;
- Proven work experience as an Account Manager, Sales Manager or relevant role

Essential:

- Account management experience with ability to demonstrate skills;
- Commitment to excel;
- Proven track record in sales / logistics environment;
- Excellent presentation and negotiation skills;
- Good organisational and time management skills;
- Tireless relationship builder;
- Problem solving and critical thinking skills;
- Customer Focused Solutions Experience;
- Negotiation Skills, Listening Skills, Communication Skills, Presentation Skills, Time Management Skills, Influential;
- Build and maintain strong, long-lasting customer relationships;
- Ability to negotiate contracts and close agreements to maximize profits;
- Develop trusted advisor relationships with GFS customers;
- Prepare reports on account status;
- Assist with challenging client requests or issue escalations as needed;
- Strong verbal and written communication skills
- Understanding of consumer behaviours and industry trends;
- Value based selling skills;
- Extensive, accurate product knowledge;
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organization;





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Desirable:

- Project Management Skills,
- Solid experience with CRM software (e.g. Salesforce, HubSpot) and MS Office

Personal:

- Excellent communication skills;
- Listens to and values the opinions of others;
- High level of integrity, trust and respect;
- Ability to make decisions;
- Good problem solving skills;
- Approachable, adaptable and flexible;
- Positive 'can-do' approach
- Self-motivated, ambition to succeed

