

Customer Account Manager

Job Description

Job Title:	Customer Account Manager
Reporting to:	Sales Office Manager
Location:	Glastonbury

Terms:	
Working Hours:	08:45 – 17:15
Annual Leave:	25 days per year (pro rata) plus 8 UK bank holidays
Car Allowance:	No
Overtime:	No
Benefits Available:	Pension / Health Care / Bonus

Job Role:	<p>WCBS is the leading supplier of information management systems, with a portfolio of solutions for independent and international schools across Admissions, Administration, Finance, Academic and Alumni. These solutions enable end user to access, organise, manage and share information quickly and accurately. This improves efficiencies and frees up time, which can then be used for establishing more efficient and cost effective practises, concentrating on teaching and learning, and developing plans for success based on accurate data.</p> <p>For more than 30 years WCBS has been a trusted partner of choice for many schools across the UK and worldwide.</p> <p>Objectives of the role:</p> <ul style="list-style-type: none"> • To represent WCBS in a positive and professional manner to all customers, prospective and existing. • To provide direct support to the patch partner in the ongoing development of existing and prospective WCBS customers to ensure the department is able to meet its growth targets. • To enhance the collection, storage and distribution of information about prospective and existing customers. • To enhance service levels to prospective and existing customers via regular contact and personal attention. • To provide an office based point of contact for prospective and existing customers for non-support matters. • To maintain 2 x ½ days of proactive calling to prospective clients following up marketing campaigns to schools on your patch.
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Key Responsibilities:	<ul style="list-style-type: none"> • Maintain an agreed level of pro-active telephone contact with both existing and prospective customers. • To gather feedback from customers, both positive and negative and ensuring the patch partner is kept informed of any developments. • Ensure that all customer complaints, issues and queries reach a successful and appropriate conclusion. Where relevant, escalate matters to the Sales Office Manager. • To provide information to all customers about our products and services. • To monitor customer satisfaction levels and the use of WCBS systems through ongoing customer needs, analysis and research of customer requirements. • To provide an office based point of contact for the Sales Consultant (Patch Partner) who covers the same geographical customer area. • Effectively deal with telephone and email enquiries requesting quotations for products and services; compiling information on the desired products including prices. • Create quotations for additional products and services. • Ensure all quotations and sales leads are followed up as necessary. • To ensure all information gathered is stored in SugarCRM and distributed promptly to all who might benefit from it.
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- Complete and maintain accurate KPI reports, data gathering and reports for the Sales Office Manager and Sales & Marketing Director.
- To attend WCBS customer events, and sales conferences as required.
- To provide a routine summary of activity and outcomes to management.
- To provide support to the Sales Office Manager in respect of the Customer Resolution Team.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the company.

Key Requirements:

- Highly driven with enthusiasm to meet targets and cope under pressure.
- Excellent commercial acumen and a hunger for success.
- A natural communicator with excellent written, spoken (incl. telephone manner) and interpersonal skills
- A caring, conscientious approach to customer management.
- Well organised, disciplined and self-motivated.
- An excellent team builder and motivator who will thrive on working closely with the team to meet our targets.
- An appreciation of the value of information and good record keeping.

Desirable Requirements:

- Understanding of schools – structure, politics, staff.
- An understanding of WCBS products would be useful, but training will be provided.
- An ability and willingness to absorb new aspects of software/technology.

Please enclose a CV and Cover Letter when applying for this role.

We will not accept application from third parties or agencies.