Key Account Manager – Northwest of England

The Company

B&M Waste Services Limited are an Award-winning Carbon Neutral business based in the North west and a member of the Beauparc group of companies. We provide waste collection and recycling services to a wide range of business sectors, including, Construction, Education, Facility management, Retail, Hospitality, Healthcare, Transport, Manufacturing, and Professional services nationally.

The Role

Based in our Manchester office you will be responsible for the account management of a portfolio of key accounts to agreed targets including customer retention and new sales targets

Building relationships to achieve best in class customer satisfaction through proactive management of customer strategic objectives for service levels, environmental performance, and legal compliance. Carry out scheduled visits in line with agreed targets, negotiate prices, introduce alternative services, and manage customer debt.

Identify current arrangements and any potential improvements.

Attend mobilisation planning meetings and coordinate / communicate mobilisations progress with customer sites and key company departments

Cary out site performance and duty of care compliance audits

Develop Service Improvement plans for each site across your portfolio of clients

Prepare quotations / presentations for Contract Variations / new sites / Site improvements

Complete/review customer documentation to ensure the accurate entry of details onto the company computer system

Review first produced invoice to ensure accuracy of invoicing in line with provided services

Review customer environmental reports to ensure accuracy with services provided

Assist customer service department with resolution of service issues.

Preparation of customer tenant packs and carry out customer tenant training sessions

Ensure any requested service changes are entered onto the B&M systems accurately to ensure correct invoicing.

Provide summary reports etc to the customers quarterly / annually showing the service success levels and cost saving / service improvements we have achieved.

Liaising with the Supply Chain Manager undertake ad-hoc annual duty of care audits with subcontractors

Undertaking reviews on complaint escalations and developing long-term corrections.

Prepare monthly reports to management on key performance indicators

The person

A self-starter with excellent oral and written communication and customer service skills

A motivated, driven, and outgoing person who will relish the challenge and breadth of this role. Someone with a naturally customer centric attitude and the ability to work at pace, multi-tasking across different projects and deliverables

Skills Required:

Basic to intermediate skills in MS Office

Able to listen to and understand and interpret requirements

Logical and organised

Excellent time management

Ability to prioritise workload, make decisions and meet challenging deadlines

Excellent verbal and written communication skills

Able to understand when self-help is required and ask for it

Good stakeholder management skills

Excellent problem solving and negotiation skills

Previous Waste management experience essential

Salary £35000 per annum, plus Bonus, company car allowance, phone, laptop.