

Key Account Manager 2

Fulltime | Chalgrove Oxfordshire, Great Britain

#Job Summary

We are seeking a passionate customer focused Key Account Manager with a proven record of expanding and retaining customer business through the building of trusted customer relationships. Reporting to the Head of Operations, you will be responsible for the development and management of assigned resident site key accounts as well as continuous improvement activities to ensure best practice is applied with standardisation across all sites. National and international travel may be required.

#Duties and responsibilities include, but are not limited to:

- Manage assigned KNAPP UK Residential service contract customers including account management and budgetary control, working with the resident service managers/supervisors to deliver the resident maintenance service contract
- Ensure that the Resident Support contracts are delivered via the Site Managers and that the Customer relationships are managed
- Assist and support the Head of Operations on new business ventures, troubleshooting aspects with existing customers
- Represent KNAPP customer service to a wide variety of internal and external audiences focussing on relationships with customers
- Take an active role in leading and managing the growth and development of the customer service operation in line with the Customer Service strategy for the UK
- Define, develop and nurture KNAPP's distinctive service brand
- Strengthen the service departments' financial position through effective support, development, improving communications and promoting service and support products
- Manage the negotiation of service contract pricing when necessary
- Develop appropriate opportunities for the customer to capitalise on opportunities and help grow revenues
- Grow long-term relationships with customers and capitalise on service and partnership opportunities
- Take a lead role in monitoring the identification and development of strategic service accounts



- Manage business development in service on a strategic level for customers
- Effectively communicate service information to line managers and key customer events and metrics to the Head of Operations & CS Director
- Handle difficult personnel situations, using appropriate discretion, seeking HR advice and demonstrating respect for the individual
- Ensure that new service operations plans, policies, procedures and transition/migration plans are consistent with the overall company goals and objectives
- Hold responsibility for customer satisfaction with service on a UK basis
- Provide leadership and guidance in all aspects of the service sales cycle

#Skills, qualifications and experience

- HNC/HND or Degree qualified; Engineering
- IOSH/NEBOSH Health & Safety qualification
- Experience of working for an Automated Materials Handling company
- Experience of managing large maintenance budgets
- Strong customer service experience and management is a prerequisite
- Experience of negotiating and compiling service contracts
- Previous experience of budget control
- History of managing and developing customer accounts successfully
- History of implementing and managing continuous improvement initiatives
- Possess significant knowledge of complex servicing concepts to be able to assist in establishing standards applied across subsidiaries

#Important behaviours to have in line with our company values

- ☐ Appreciation – Recognises the achievement of others
- Creativity – Is resourceful and innovative
- Courage – Willing to learn and try new things
- Openness – Always approachable and helpful
- Reliability – Consistently gives their best

#Company benefits

- ☐ KNAPP will contribute up to 6% pension



- Private healthcare, including optical, dental and hearing cover
- Life Assurance
- Cash-back Health care scheme, including private medical excess cover
- Benefit portal offering lifestyle discounts, including a training portal
- Employee assistance programme
- Ride-to-Work
- Employee referral scheme
- Employee of the Quarter awards

