

Account Manager

Fulltime | Chalgrove Oxfordshire, Great Britain

#Job Summary

Cultivating and maintaining a relationship with the customer through regular customer contact and registration of the customer satisfaction in close cooperation with headquarters.

Acting in line with the company strategy and corporate values.

KNAPP and Customer Service representative.

Responsible for consulting, specifying and tendering for customer service business development opportunities in alignment with our headquarters and KUK.

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

- Assuming the role of Account Manager for assigned customers
- Maintaining and developing customer relationships based on the assigned customers
- Representing KNAPP and Customer Service
- Market observation, reporting and active involvement in the development of new services
- Regular market presence (visits to customers, trade fairs and subsidiaries)
- Close cooperation with Account and/or Service Managers of KNAPP UK
- Information management within KNAPP as well as between KNAPP and the headquarters and customers related to all CS Service Modules
- Recognizing sales opportunities and selling small-scale projects, trainings and consulting as well as contributing actively to the sale of all service products
- Creation of offers, observing the urgency of offers, status maintenance and analysis as well as invoice release – offer project management
- Responsible for creating budgets related to order receipt and sales
- Responsible for fulfilling the order receipt goals based on the task matrix for assigned customers
- Active interface with the sales department
- Customer satisfaction management



#Skills, qualifications and experience

- Commercial/technical education
- Excellent knowledge of the KNAPP products, systems and internal process sequences
- Knowledge of intralogistical processes and solutions
- Excellent dealing with business partners and in-house interfaces
- Knowledge of tools used in his/her own professional field

#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

#Local benefits

Some locations have local benefits; please speak to a member of the management team.

