

## Job Description

<b>Job title: Account Manager</b>	
<b>Company Background</b>	
<p><b>PE Solutions (PE)</b> is a £1.25 billion revenue business and employs circa 1000 staff in the UK, USA and India. The group has seen rapid growth since inception in 2017 and has become the largest independent energy supplier in the UK. Our customers are predominantly small businesses on the high street, such as restaurants, convenience stores, pubs, salons etc. We have hundreds of multi-site SME customers in the same sectors and numerous large business ‘household’ brands. The founders are extremely entrepreneurial and there is no red tape in the business, making decision making quick and efficient. The group has also recently launched solutions/products in the water, telecoms, payments, business loans and EV Charging sectors, with a view to provide its 130,000 UK sites with a one stop shop solution for all the SME’s every day needs to run an efficient business.</p>	
Department: Sales	Location: Field Based
Position reports to: Area Manager	Holidays: 25 days (plus Bank Holidays)
Hours: 37.5hrs per week – Between 10am to 8pm, 5 days per week	Salary: £36K to £45K based on experience Car Allowance (out of London only) Pension Private Medical (after probation) Bonus: Uncapped

<b>Main purposes of the role</b>
<p>PE have over 130,000 UK customer sites. Your role will be that of a relationship manager and business developer, starting with helping customers get their issues resolved. You will be a good listener, understand the customer’s business and problems and act as a liaison between the customer and PE. You will be working as part of a dynamic account management team and will be responsible for resolving customer issues. Our India colleagues will support your own business development and “cold call” outreach by making appointments for you to visit existing customers. While you resolve their issues, you will introduce them to other PE products and services that help them grow their business. Our main goal is to help the customer grow their revenue and reduce their costs. We want you to be the Trusted Advisor to our customers so they will share their business challenges with you, and thereby giving us an</p>

opportunity to advise them in the best way possible. This is a Hybrid role with the objective of resolving customer issues and then advising them on various PE products and services as needed.

You will have plenty of opportunities to cross sell PE's product lines, helping to seek new opportunities for growth in the market of the PE brand of products & services; Energy (Gas & Electricity), Water, Telecoms, Payments and EV Charging.

The successful candidate will have a minimum of 2 years demonstrable professional account management and business development skills and be capable of managing a portfolio of PE customers in their territory.

PE will also provide its Account Managers with warm leads and existing customer details. Your job will be to ensure the customer remains a satisfied customer by resolving their ongoing issues and then introducing them to new PE products and services.

We are looking for professionals who are ambitious, hungry for success and are hardworking. You will:

- Communicate with customers daily. Listen to them. Understand their needs.
- Your role will be to ensure every conversation you have delivers excellent customer service.
- You will value meaningful honest conversations, which allow customers to make informed choices and you will pride yourself in ensuring that every interaction is of the highest quality.
- This is primarily a face-to-face role.
- Be provided with technology (mobile/Laptop/CRM) to facilitate success.
- Be expected to communicate with your manager on a regular basis.
- Be expected to communicate with your manager on a regular basis to forecast efficiently.
- Be expected to complete all reports on time and accurately.
- Be expected to update the company's CRM & management systems accurately and in a timely manner.

Ideally you will be a mature business driven relationship account manager with exceptional relationship building skills. We like drive, initiative, innovation and customer focus. All of these will help us grow our business and increase your gross earnings.

### **Main duties**

- Get to know your customers. You will understand their business needs, their drivers, challenges and how PE could help them.
- Attend visits scheduled for you by the team and generate your own visits through cold-calling (whether "door knocking" or telephone calls)
- Get to know your customers main problems, what keeps them awake at night, how can you help them increase footfall, how can you help them reduce their costs, how can you help them increase their revenue.
- Prepare and deliver appropriate presentations on products and services where appropriate.

- Update company systems with details of the sales to ensure fulfilment.
- Participate on behalf of the company in exhibitions or conferences.
- Negotiate/close deals and handle complaints or objections.
- Collaborate with the wider team members to achieve better results.
- Follow up with customers once the order has been fulfilled to ensure satisfaction.

#### Key skill requirements:

- Proven experience in account management, business development and being a trusted advisor, with a drive to succeed.
- Enthusiastic with excellent listening, communication, and negotiation skills.
- Empathy – you must demonstrate this skill
- Personable, able to develop strong commercial relationships.
- Ability to work on own initiative with an excellent teamwork ethic.
- Good understanding of sales, costings and margins.
- Excellent attention to detail and organisational skills
- Strong track record for delivering goals and KPIs.
- Excellent written and verbal communication skills.
- Works well under pressure.