

We're looking for

Client Services Account Manager, Leeds Based.

Package

We offer a competitive salary, a benefits package including a generous workplace pension, health & wellbeing scheme, social environment with in-house canteen and onsite parking. We encourage personal development programmes to support your career within the Company.

Holiday entitlement: 25 days paid annual leave, plus statutory entitlement

Salary commensurate with experience.

The Role

Role Purpose

The role is to oversee projects on a day-to-day basis, ensuring that they run smoothly and achieve their potential.

Daily contact with clients is a key part of the job, so offering new and forward-thinking solutions is essential to the productive communication process.

This is a fast-paced environment that is both demanding and fulfilling, involving the co-ordination of key projects and pitching of ideas so you will show confidence in giving your projects direction and maintain a clear strategy to achieve the very best outcome for the client.

Key responsibilities will include

- Working closely with the Business Development Managers and managing all post sale activities
- Processing new jobs/ projects through from estimate stage, proofing cycle and through to Production
- Dealing with all sales and production queries to ensure all expectations and timelines are met
- Project management of key accounts ensuring all SLA are achieved
- Dealing with full cycle projects and managing the process through the business, interacting with all respective departments
- Interact with the company's Management Information System (MIS) to ensure all data is accurate, all jobs are processed in accordance with instructions, all production and delivery timescales are met, diary management is proactive
- Ensuring the appropriate work trafficking of all projects through the production process
- Management of marketing activities and campaigns for clients
- Holding client meetings either on Zoom / Digital platforms or in person
- Attending client meetings for key accounts to take project briefs, provide analysis and performance against SLAs
- Developing knowledge so can comfortably cross sell and upsell new and additional products and services
- Attend regular internal meetings to ensure full management of projects and innovation is being achieved
- Attend training forums to ensure all relevant sales, product and technical skills are developed and maintained

What we're looking for

We are looking for someone to join the team who has proven high level industry expertise balanced with fantastic client relationship and project management skills. Ideally from a similar background with 3 to 5 years' experience, you will be able to showcase the following:

- An inquisitive mind and a knack for problem solving
- Strong client and project management experience with commercial acumen
- Proven experience in a similar environment
- Team spirited with the ability to learn and teach others
- Exceptional attention to detail, organisational and planning skills
- Excellent communicator
- Proactive, self-motivated attitude
- Willing to share experiences and create sales and relationship strategy within the team

Our Company

Resource is a full-service communications agency providing a broad range of expertise to a diverse mix of sectors. We are proud to offer clients a compelling and unique set of in-house capabilities including Strategy, design, artwork, experience, print production and digital design and build.

Our culture is borne from the people who create and manage wonderful things every day. We look for energy, commitment and diversity and believe that our products and services are an extension of who we are.

Social Media

We post all of our vacancies on Instagram and LinkedIn, so make sure you follow us to get up to date news of our opportunities, services and posts. Like most companies, we may check your social media footprint as part of our recruitment process in order to learn a little more about you.

Equal Opportunities

We are committed to a Policy of treating all our employees and candidates equally and believe that recruiting and developing a diverse workforce is essential to our successful business model. We welcome applications from people whatever their age, sexual orientation, race, colour, religion, disability, nationality, ethnic origin, political belief, trans-gender status, sex or marital status.

GDPR

By applying for a role within the business and sending your details, you are agreeing with our Privacy Policy which can be found on our website or requested to be sent.

Please note that as a Company and where the role dictates, we apply for CRB checks to be conducted at offer of employment stage.

How to apply for this role

Please forward your career profile, supporting experience and a short introduction to why you would like to work for resource to:

Gail Weathers
Human Resources Director Chartered FCIPD
Resource
78 Armley Road
Leeds
LS12 2EJ

E: gw@weareresource.co.uk

W: www.weareresource.co.uk