



TITLE: Account Manager

ROLE SUMMARY

The Account Manager role sits at the centre of all LOWE's existing clients. You will be responsible for nurturing both old and new clients in order to generate more revenue for the business as well as safeguarding the our existing accounts from competition.

This role allows LOWE to show that it is best in class when it comes to customer service. You will need to understand the intricacies of each account from property management through to the profiles of guardians in occupation. The Account Manager will have a wider understanding of its clients markets and provide up to date and relevant information to them when necessary.

Success within this role will be founded on building long lasting working relationships with clients through good communication and an organised approach to reporting information. It is essential that you act as an ambassador for the business upholding our values and promoting the work which we do.

KEY RESPONSIBILITIES

- Responsible for overseeing all accounts which hold one or more properties with guardians in occupation
- Creating and sending out monthly update reports, outlining every detail regarding property and guardian management
- Principal point of contact for all clients regarding access and attending relevant inspections
- Where necessary, carrying out business rates mitigation for clients and providing updates on progress
- Suggesting, creating and sending out relevant content for clients
- Growing existing accounts and generating additional commercial revenue for the business through relationship building in line with KPI's
- Generating referrals from clients and sharing new referrals for New Business team to then chase
- Liaising with property and guardian management teams on a weekly basis

ADDITIONAL RESPONSIBILITIES

- Conduct 5 conversations with relevant new prospects per week

- Maintain and grow existing list of live buildings by 10 properties per week, each of which with necessary information provided
- Provide weekly reports and updates on responsibilities
- Maintain CRM system

THE PERSON

- BA/BSc Degree from top university
- A minimum of 3-5 years Account Management experience – all industry backgrounds considered
- Demonstratable experience of growing revenue from an existing client base
- Exceptional organisational and communication skills
- Advanced MS Office and CRM skills
- Problem solving mindset and ability to work alone or within a team

THE PACKAGE

- Competitive salary package + (Discretionary performance related annual bonus)
- 25 days holiday
- Company laptop and phone
- Part of a team which changes the status quo of the industry
- Fun working culture with regular drinks and company outings