



Account Manager

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## ROLE SUMMARY

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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 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

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- Acting as the main point of contact for all client enquiries
- Total understanding and maintaining relationships with all clients through regular contact and communication
- Highlighting any issues for the client's attention, proposing action and communicating next steps
- Preparing status reports, presentations and organising all review meetings
- Actively searching for new business opportunities and referrals within client base
- Staying abreast of industry trends, direct competition and potential new properties
- Full control and ownership of internal CRM and client CRM's
- Curating and creating content to build case studies and thought pieces for both internal and external articles
- Organisation of new business events with pre-determined outcomes

## THE PERSON

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- 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
- Strong MS Office and CRM skills
- Problem solving mindset