**Account Manager / Onsite Co-Ordinator - Job Spec**

Computer Assistance / Wiseserve  
154 Oxford Rd, Cowley, Oxford, OX4 2EB

We are looking for an Account Manager / On-Site Co-ordinator with outstanding Customer Relationship experience and unparalleled organisation and scheduling skills.

Our company provides managed IT services to a variety of corporate and home customers. As the account manager you will be responsible for managing our relationships with our customers. He or She should be able to forge new relationships effortlessly and build on long-term relationships with our extensive portfolio of customers and generally be the direct liaison for the length of their relationship with us. As onsite-co-ordinator they will be responsible for scheduling regular and ad-hoc site visits working alongside a team of highly skilled engineers.

Our team is friendly and dynamic, and the company offers flexible working. We look forward to welcoming a like-minded candidate with the following skills:

Key Skills:

* Excellent written and verbal communication skills, including the ability to communicate effectively with internal staff, existing clients, and third parties – Fluency in English (Written and Verbal is essential)
* Maintaining and/or improving existing relationship with clients, and forging new ones where required.
* Must be able to work under pressure, meet deadlines, whilst maintaining a positive attitude and providing excellent customer service.
* Ability to work independently and to carry out assignments to completion without deviating from acceptable standards set by supervisors/managers and adhere to the company’s core values ‘Customer is King’
* Ability to work well as part of a team, within projects/assignments that require multiple technicians, whilst maintaining a good attitude towards other staff and excellent customer service.
* Be able to communicate at an appropriate level with customers to ensure they never feel overwhelmed with ‘Technical Terminology’ from end users to key stakeholders
* Equally be able to communicate with colleagues working on projects and support tickets for the same clients to ensure a consistent service level is adhered to.
* Organising on-site visits, or delivering equipment where necessary with help from supervisors, or other applicable parties within the organisation and ensuring attending engineers have all equipment needed with them to complete the on-site effectively.
* Establishing and maintaining relationships with customers, technology vendors, and third-party support
* Identify possible escalations with clients and brining these to the attention od the Remote Support Manager as and when they arise.
* Effectively identify new business opportunities with existing clients and collaborate with the Sales team to reach prospective clients.
* Forecast and track client metrics to ensure they are always on an appropriate support level and where necessary, advise Support Manager about the need for review.
* Prepare and deliver metric reports to customers where required.
* Be able to service multiple clients concurrently whilst maintaining the perception of a personal experience and meeting tight deadlines.
* Arrange / attend and minute all client annual contract review meetings, to discuss support requirements and the effectiveness of our services and solutions alongside Remote Support Manager and / or skilled engineer.
* Perform related duties as assigned by supervisors or managers
* Maintain licence and domain renewals for existing client base and identify new opportunities where services are currently not with us.
* Log new support calls into the Ticketing system and manage the unassigned queue, assigning jobs to engineers and ensuring SLA’s are met.
* Co-manage group mailboxes and calendars to ensure no jobs or opportunities are missed.
* Ensure phones are answered in a timely manner

Technologies:

* Project and CRM software (Odoo) - Desired
* SharePoint (User Level)
* Microsoft Office (Excel, Word, Outlook)
* Online Licencing portals – Desired
* PandaDoc – For preparing quotes
* Microsoft Teams

Desirable Skills:

* Project Management Methodologies (Prince 2)
* Understanding of ITIL Framework

Job Type: Full-time

Benefits:

* Casual dress
* Flexible schedule
* Gym membership
* On-site parking
* Work from home one day per week (Following successful completion of probationary period)
* Short Probation Perion – 3 Months

Schedule:

• 8-hour shift

• Monday to Friday

Experience:

* Account management experience – end to end, with the ability to tailor our offering to suit the customers needs.
* Client-focused solutions experience – Ensuring they are offered the appropriate level of support.
* Project Management Skills – to support existing Project manager on current and new projects.
* Ability to communicate client needs with staff – to ensure everyone understands the customers’ requirements and nothing is missed.
* Aptitude for influencing – to ensure reluctant customers feel like they are being looked after.
* Ability to manage multiple projects and client relationships simultaneously
* Negotiation, Listening and Communication Skills

The Right Person:

Will act as primary point to of contact with existing and new clients. They will be responsible for engaging existing and new customers. Will confidently take ownership of end-to-end customer relationship management and ensure that all needs are adequately met within an agreed timeframe. They should be able to communicate efficiently and translate requirements into business process and assign tasks / schedule visits effectively. They will equally be able to operate under immense pressure and sometimes to tight deadlines with reduced resource.