

Job Description

Client Service & Sales Manager

£34K-£37K DOE + Benefits

Location: Leicester City Centre | Full Time | On-site

Summary:

We are seeking a highly motivated and focussed professional, who can provide professional account management and customer service support to our existing client base and proactively drive to seek out new prospects, generate leads and bring new clients into the company whilst maintaining our extensive range of current partnerships.

This is an extremely varied and rewarding role for someone who wants to really get involved with a wide range of clients and brands, with a huge scope of sectors to engage, both locally, nationally, and internationally.

You will embody the agency's passion and attitude to get stuck in right from the start, working with client's needs from the get-go, utilising your sales and customer management skills - that allow the client to have 100% confidence in the delivery of services from Associate Events with positive outcomes always at the forefront of everything we do.

No two days at Associate events are the same! We need someone who revels in the challenge and diversity of the agency environment – and shares a passion and drive that matches the ethos, values and 'people specification' of our business. You will play an important part in driving our company and clients toward new opportunities and simultaneously help to take our business to the next phase of its development.

Reporting Lines:

Reporting to: Client Service & Sales Director

Responsibilities:**Culture:**

- To uphold the company's values and working ethos.
- To ensure our four service objectives are met at every step for every project and client.
- Aid the business in achieving all its 'key moments' in time and within budget.
- Work with our supply chain as if they were part of our own business.
- Pro-actively nurture and develop our client base in line with the company's business plan.
- To aid in the positive promotion of the company on an external level.

Operational:**Responsibilities:**

- To tactically utilise the tools, resource and relationships at your disposal to achieve the set targets monthly and annually.
- To aid in the positive promotion of the company, be pro-active in the determination of opportunities outside of your remit, in order to capitalise on them for the company's benefit.
- To manage client enquiries via phone, email, online or in person.
- Managing client complaints or directing complex queries to relevant departments in a timely manner.
- To produce quotations within timeframes, as set by the company of any enquiry and assisting in the creation of any required agreements and SLA's associated with any and all new business within your area.
- Assist with the build of the company's data across all pillars to meet the company's objectives and enhance the delivery to our clients.
- Manage multiple client accounts and oversee the associated opportunities to ensure all client needs are met quickly and professionally
- Identifying potential client services concerns and facilitating proactive intervention steps.
- Review sales numbers for your assigned accounts, identifying areas in need of improvement, working together to create a solution and developing new strategies to improve inbound opportunities and sales
- Interact with clients, ensuring they are satisfied and any potential issues are resolved quickly and efficiently
- Create sales reports for all your clients to be presented to your direct line manager, incorporating all aspects of performance and sales numbers
- Maintaining an in-depth understanding of the company's products or services to advise and make suitable recommendations to customers

Attributes:

- Passion to research and explore sales strategies, using inspiration from previous successes internally and externally.
- Able to work to sales goals and develop sales strategies.
- Confident in the creation of quotes and effective management of associated budgets
- Commitment to work and collaborate with clients and the events, marketing and communications teams.
- Have a keen eye for detail.

- Ability to communicate on all levels on the phone, by email and in person.
- Confident in presenting to clients and driving clear and concise messaging
- Ability to work to tight deadlines, across multiple projects simultaneously and be able to balance workloads efficiently
- Excellent time keeping required
- Be able to manage your own workload whilst delivering to the agreed deadline using workflow management software
- Good spoken and written communication skills
- Ability to confidently negotiate at all key decision maker levels including business owners.

Essential Criteria

- Minimum 4 years' experience in an Account Management / Sales role, in a multi-disciplined agency or in-house environment
- You will hold and be able to demonstrate a success driven portfolio, showcasing sales successes in multiple sectors, across a wide range of businesses of varied sizes.

Essential software experience:

- None

Desirable Criteria:

- Experience with Monday.com
- Experience building and using CRM systems such as Salesforce

Personal Attributes

- Creative
- Dedicated
- Ambitious
- Results Focused
- Fun
- Professional
- Working to support both AE and our clients alike
- Aiming to add 5 times their salary / 5 times efficiency savings to AE p.a.

No aspect, words or meanings contained within this Job Description / Advert form any part of a contract or guarantee of continued employment or associated terms between the company and the perspective employee.

/Contextualising the Job Description Above

/ About us

Formed in 2010, Associate Events (AE) is now a market leading events and brand management agency, that offers concept to delivery services in Events, Production, Brand Management and PR – our four pillars of delivery.

Under this suite of services, is a range of support services, including but not limited to, graphic design, social media management, venue sourcing, script writing, marketing, business development and visual design, event administration and technical delivery making Associate Events our clients' full-service agency.

/ Our People

People are our most valued asset. We believe in building a professional team of people with exceptional skills and experience who are dedicated to the success and growth of our business.

We want to select you because your attitude, background, experience, and professionalism will make you a vital player in this team and that you will be able to add great value to the progression of the company.

We recognise that you will aspire to develop and grow in your role and in your career with Associate Events (AE). In this regard we monitor the progress of all team members, ensuring they are given the necessary training and development opportunities, whilst operating an open, transparent and supportive dialogue with our team. We believe in providing a competitive remuneration package and in recognising and rewarding outstanding effort and performance.

We also know that successful teams will thrive when they have a modern, safe, clean, and efficient working environment supported by developing and quality systems. It is a fundamental AE aim to provide this facility.

/Service Objectives

There are good reasons that our clients wish to use an agency like us. However, we measure our service delivery levels by checking we have met the following objectives:

- Exceeded the clients initial brief and their objectives?
- Enhanced their output beyond which they could have achieved themselves?
- Added value to the project and the client?
- Reduced 'Internal' pressures to allow our client to be free to focus on their vision and their own role?

/ Our Market

As our business continues to grow, form, mould, and shape, we need to understand our market and who are our clients are...

- Our clients are businesses who deal in both B2B and B2C
- Our outputs are Events, Production, Brand Management, Marketing & PR

- All sizes & scales
- Meaningful objective-led comms and events

/ Sectors

Some agencies work only within niche markets, but as AE has grown, developed and diversified – we have identified that our ‘core areas’ of work fall under the following sectors and we continue to try and concentrate our efforts here:

- Technology
- Sustainability
- Community
- Impact
- Leisure
- Professional Services
- Property and Construction

/ Our People

We are a labour intensive and people led organisation – you are our business and you come first. We spend more time at work in a year than we do at home, and so for us having a team of like-minded people, is not only great for the business, the environment in which we work but also for those that work with us too. We believe that our people persona is reflected in the words below:

- Creative
- Dedicated
- Ambitious
- Results Focused
- Fun
- Professional
- Working to support both AE and our clients alike
- Aiming to add 5 times their salary / 5 times efficiency savings to AE p.a.