

Role description

Job title:	Key Accounts Administrator
Line manager:	Divisional Managing Director
Location:	Office based Honiley National coverage.

Job description

Main purpose of role

To be ultimately responsible for key account administration activities in the Pestcontrol Division ensuring all work carried out is performed consistently and to a high standard.

Provide accurate and timely management information for the National accounts management team, implement and maintain effective internal controls and prepare accurate relevant Performance reports.

Key responsibilities

- To receive all new requests from National Clients and to log into sales force
- To pass all relevant information to the branch, technician or account manager
- To chase branch, technician or account manager for updates
- To close down completed requests on sales force
- To maintain and update any client files, databases and work in progress reports as per clients requirements.
- To ensure client complaints are dealt with immediately, liaising with other branches and other personnel ensuring that each compliant has a satisfactory conclusion.
- To provide support and guidance to clients in relation to all queries including service, sales and administration and ensuring the client receives a satisfactory conclusion to the query
- To participate in the constant development of providing a quality service to our clients
- To attend and participate in company meetings
- To carry out any other duties required as part of the overall strategy to achieve the company's objectives.

Performance measures

Competency area	Performance indicator
<ul style="list-style-type: none"> • Excellent knowledge in the implementation of administration duties. 	<ul style="list-style-type: none"> • Achievement of BU KPI's • Meeting or exceeding Management and customer targets • Employee satisfaction • Customer satisfaction

<ul style="list-style-type: none"> • Computer literate • Good organisational, interpersonal and communication skills. • Full understanding of Client Accounts. • Ability to work on own initiative. • Ability to work under pressure. • Enthusiasm. 	
Key relationships	
External	Internal
<ul style="list-style-type: none"> • Clients • Business Managers • Technicians • Relevant business unit external bodies 	<ul style="list-style-type: none"> • Finance • IT • Div sales team • Health & Safety • Business Managers • Technical team

Person specification
Experience/knowledge required
<ul style="list-style-type: none"> ▪ Ability to think and operate efficiently ▪ Ability to identify and develop positive customer experiences ▪ Create a culture that encourages customer excellence ▪ Highly developed influencing and relationship management skills: both internally and externally ▪ Customer relationships and setting and managing stakeholders expectations ▪ Monitoring and reporting of at all levels ▪ Evaluating and measuring to ensure continued improvement ▪ Excellent communication skills ▪ IT skills – including Word, Excel & PowerPoint
Personal characteristics
<ul style="list-style-type: none"> ▪ Ability to demonstrate experience within Customer Service. ▪ Experience of providing Customer Service to organisations with a turnover in excess of £2m. ▪ Computer literate. ▪ Possess a good understanding of Word and Excel. ▪ Excellent communication skills.

<ul style="list-style-type: none"> ▪ Proven track record of building strong customer relationships. ▪ Good team player 	
Level of qualifications	
Relevant experience	
Core competencies	
Technical	Non technical
<ul style="list-style-type: none"> • Management of large National Clients with multiple resources to time, and agreed KPIs • Computer literate • Full understanding of Client Accounts. 	<ul style="list-style-type: none"> ▪ Excellent knowledge in the implementation of administration duties ▪ Good organisational, interpersonal and communication skills. ▪ Full understanding of Client Accounts. ▪ Ability to work on own initiative. ▪ Ability to work under pressure. ▪ Enthusiasm.

Decision making authority	
Financial level	Non financial level
NA	NA

Authorisation			
Signed by role holder:		Date:	
Signed by line manager:		Date:	