

Trainee Account Manager

The Role

The SafeSite Trainee Account Manager plays a pivotal role in facilitating sales and customer service to our established clientele. Your primary responsibility will be to deliver exceptional customer service while cultivating new sales opportunities and nurturing existing client relationships. You'll work closely with clients to understand their needs, provide tailored solutions, and ensure their satisfaction with our products and services.

Trainee Account Managers need to learn SafeSite's product and services portfolio and apply this knowledge to the customer service journey. Assisting the Key Accounts team in effective customer relationship management, and customer service.

Additionally, you'll collaborate with management to provide feedback for continuous improvement, ensuring our offerings remain innovative and competitive in the market.

Salary & Benefits

Pay Band: Advertised Salary + Commission

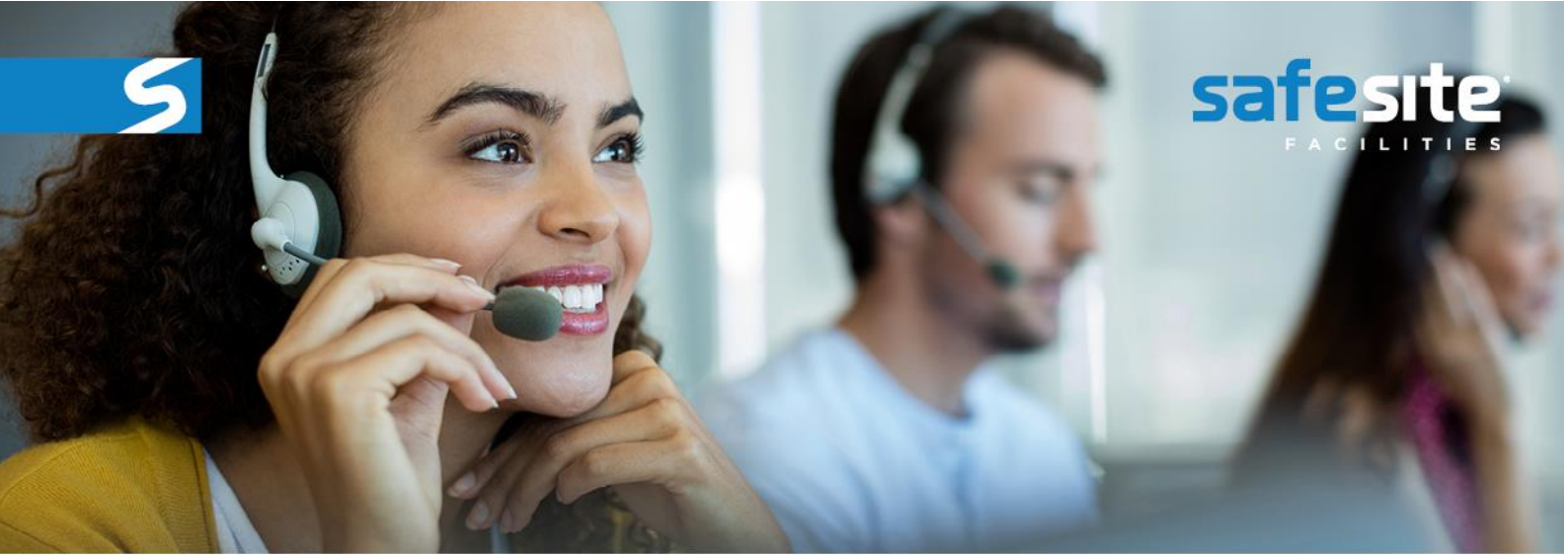
- 30 days holiday (including bank holidays)
- One additional day of holiday per year up to 5 years
- Pension scheme
- Staff social events
- Medical Claims benefits
- Discounts at many Major Retailers and Service Providers
- Employee assistance program
- Cycle to work scheme.
- Continuous career development and coaching
- Dental Claims benefits

Principle Duties and Responsibilities

The specific accountabilities of this flexible role may alter from time to time in order to meet the needs of the company, but accountabilities will include (or be equivalent in nature to) those listed below:

Trainee Account Manager Tasks

- Learn and build an efficient working knowledge of SafeSite products, contracts and services.
- Evaluating customer needs, advising on products and solutions while:



- Adhering to continuous, high quality customer service
 - Building strong, professional working relationships.
- Assist in Key Account queries, complaints and support
- Deal with sales enquiries predominantly by answering the phone and responding to emails.
- Making outbound calls to customers and external providers
- Managing your time and diary, prioritising customer contact, and following up on quotes.
- Assisting in the sales of Clearance Stock
- Deal as appropriate with a deficient contractor's performance, and reporting on the internal spreadsheets.
- Document significant events and updating relevant spreadsheets and logs
- Reporting lost orders and order issues.
- Maintain appropriate records on the Syrinx system including, but not limited to:
 - Client updates
 - Calls
 - Cancelled quotes (including additional data)
 - Additional notes as needed, both on the Syrinx system and other internal reports.

The Trainee Account Manager should endeavour to learn and become efficient in the Account Manager tasks, as clarified below:

- Screen and assess potential new contract evaluating the level of risk associated with the contract
- Administer Contracts - Drafting, Evaluation, Negotiation and Execution
- Manage tenders and supporting in the tendering process
- Plan the advance co-ordination and scheduling of resources to assist in the performance of the contract administration process
- Liaise with and serve as the point of contact for customers on contractual matters
- Resolve disputes in a timely manner
- Meet with contractors to review progress, discuss problems and consider necessary changes
- Develop and implement procedures for contract management and administration in compliance with company policy. As appropriate, contribute to or influence company policies.
 - Provide assistance with PQQs



- Support Product Management / Marketing to ensure company products and services are offered with appropriate, competitive terms and conditions
- Monitor changes or developments within the industry
- Train and share key information with team members and other company staff.

Level of Knowledge and Experience

- Experienced in B2B sales in the construction and maintenance industry.
- Evidence of clear and concise written and verbal communication skills.
- Sufficient experience in Customer Relationship Management software, such as SAP/Carraige/Syrinx
- Knowledge in water-filled barriers, timber hoarding, and key products and services offered by SafeSite Facilities is desirable.
- Confident in selling and providing best experience for customers.
- MS Office Suite essential.

Skills and Competencies

- Ability to gain trust and respect of superiors and team members to develop relationships.
- The ability to work well on your own and as part of a team.
- Good organisational, planning and time management skills.
- The ability to pay attention to detail.
- Highly organised and able to coordinate multiple demands.
- Aware of personal strength and development needs
- Flexible, self-motivated and confident
- Have initiative and focus.
- A good business sense and a professional manner
- Highly organised and able to coordinate multiple demands.

Apply for this Role

If you would like to apply for this role, please apply on [Indeed here](#).

Please email HR@safesitegroup.co.uk if you have any queries





About Safe Site Facilities

Since we began in 2009 as a small, family-run business, we have grown rapidly to become a leader in site safety and security, operating nationwide across the UK and beyond.

Throughout the years we have continued to grow, expanding our range of products and services through innovation and learning. We have obtained numerous leading accreditations, ensuring we are always at the forefront of industry standards. Our organisation may look different to when we started, but our values haven't changed one bit. Our highly experienced team prides itself on providing fast and efficient service to meet the varying needs of our diverse customer base.

We are proud to deliver an extensive range of site safety and security products and services for everything from domestic renovations to multi-million pound, nationwide contracts. We take pride in supplying robust and enduring solutions for a wide variety of safety and security challenges. Health and safety, and sustainability, are at the core of everything we do.

We are committed to developing a proactive safety culture across the full range of our activities; we aim to keep our workforce safe and anyone who may be affected by our works. Our ultimate goal is to ensure our work creates a positive impact for both our customers and our communities.

