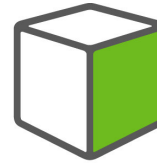


Budget Pack



Client Account Manager

Job specification

Job Title:	Client Account Manager
Reporting to:	Client Services Director
Location:	Bristol
Remuneration:	Salary: £20-25,000 per annum Bonus: Opportunity to earn up to an additional £10,000 through performance management achievements
Holidays:	25 days plus statutory holidays etc:
Pension:	Employer contribution of 3% of salary (after year 1)

1 Background

Budget Pack is a fast growing services business which helps manufacturing and retail companies comply with environmental legislation.

Our customers are affected by regulations relating to packaging, electrical equipment and batteries. They join Budget Pack to transfer their environmental obligations to us. We become responsible for meeting these obligations on their behalf, leaving them to focus on their core business.

The main obligations we have to meet relate to recycling. The regulations require companies which handle packaging, electrical equipment or batteries to recycle a certain amount when this becomes waste. When these obligated companies join Budget Pack we carry this out on their behalf.

Budget Pack prides itself on providing cost-effective, regulatory environmental compliance and recycling services through innovative online systems across multiple business sectors. The business is directly responsible for achieving recycling for over 210 companies with a combined turnover in excess of £25bn, for key clients such as Citroen, Panasonic, Argos, Homebase and Kodak.

2 Job Purpose

The purpose of this job is to increase the size and value of Budget Pack's membership base by seeking out and signing up high value clients who have requirements for environmental compliance.

www.budget-pack.com

3 Duties and responsibilities

Budget Pack is looking for two additional Client Account Managers. Client Account Managers are the frontline in Budget Pack to seek out and secure sales. Sales leads are provided from a variety of sources, including the website at www.budget-pack.com, published lists and marketing support.

The position reports directly to the Client Services Director. As a key member of a small team the job holder will work closely with the other Client Account managers and members of the Budget Pack team.

The post is based in our Bristol office, but there will be occasional requirements to travel, including overnight stays.

Particular duties include:

- achieving the sales targets set for new business;
- contacting prospective customers in the designated market sectors to qualify leads and obtain sales;
- managing the sales process including cold calling, discussions with clients on their needs, quotations, and closing the sale;
- utilising negotiating skills with customers to maximise sales opportunities and profitability;
- ensuring that all documentation complies with Budget Pack and legal requirements;
- maintaining and updating the client database with customer sales enquiries and the results of telephone conversations or customer visits
- reporting sales and other management information as required to the Client Services Director;
- making client visits and attending presentations, workshops and conferences as and when required;
- working with other team members to achieve team targets and Budget Pack's goals.

4. Job requirements

Criteria	Remarks	Essential / Desirable
Qualifications and work experience	<ul style="list-style-type: none">• At least one year's customer focused success in a business-to-business sales environment• Good educational background to at least first degree level or equivalent• Experience of pro-active selling to a wide range of businesses in account management and client liaison roles	<ul style="list-style-type: none">• E• E• E

Skills and abilities	<ul style="list-style-type: none"> • First class communication skills, both over the telephone and face-to-face, with the ability to close a sale when the opportunity arises • Excellent customer focused, consultative selling skills • Ability to maintain the motivation needed to spend most of each day on outgoing sales calls, without direct supervision • Commercial awareness and appreciation of sales and marketing processes • Ability to assimilate and understand complex compliance regulations • Ability to understand and promote the services provided by Budget Pack • Internet savvy, with good IT skills in MS Word, PowerPoint and Excel, with experience of using contact databases 	<ul style="list-style-type: none"> • E • E • E • D • D • E • E
Personal attributes	<ul style="list-style-type: none"> • Conscientious and hardworking • Confident, outgoing, determined, and resilient • Methodical and organised, with a high level of attention to detail • Enthusiastic and self motivated • Honest and open personality • Willingness to balance personal goals with needs of team • A pro-active “self starter“, able to work with the minimum of supervision • Good sense of humour and the ability to remain calm under pressure • Able to use judgement and act on own initiative • Able to contribute ideas for improving sales performance • Commitment to and a strong interest in environmental management • Pragmatic and flexible when required 	<ul style="list-style-type: none"> • E • E • E • E • E • E • E • D • D • E • D • D
Additional requirements	<ul style="list-style-type: none"> • UK driving licence • Permission to work full time in the UK 	<ul style="list-style-type: none"> • E • E

The job is likely to particularly interest individuals who would like to apply their experience of customer account development in a fast moving environment with the opportunity for rapid personal development and progression. Induction training will be provided together with the opportunity for professional development though in-house and external training as appropriate.

Issue date: May 01 2009