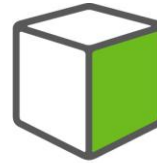


Budget Pack



Client Account Specialist

Job specification

Job Title: Client Account Specialist
Reporting to: Business Development Director
Location: Bristol

1 Background

Budget Pack is a fast growing services business which helps manufacturing; importing and retail businesses 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 businesses 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 compliance for over 500 companies with a combined turnover in excess of £25bn, for key clients such as BSKyB, Argos, Innocent Drinks 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.

3 Duties and responsibilities

Budget Pack is looking for two additional Client Account Specialists. Client Account Specialists 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.

www.budget-pack.com

This is a sales position, but the ability to assimilate complex regulations and to interpret these for clients is essential both for maintaining our high standards of service and communicating with and converting potential clients. A technical background in science, engineering or law would be an advantage.

The position reports directly to the Business Development Director. As a key member of a small team the job holder will work closely with the other Client Account Specialists 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 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, providing quotations, and closing the sale;
- utilising negotiating skills with customers to maximise sales opportunities and profitability;
- responding to clients' enquiries for information on regulations and their legal responsibilities;
- 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 Business Development 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	<i>Remarks</i>	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 environment • Good educational background to at least first degree level or equivalent, ideally in a technical discipline • 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 • Knowledge of Microsoft CRM would be an advantage 	<ul style="list-style-type: none"> • E • E • E • E • E • E • E • D

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 technically-minded graduates who wish to embark on a career in business, or experienced individuals who would like to apply their client account development skills in a supported environment.

Budget Pack offers attractive opportunities for rapid personal development and progression. Our market is both fast moving and rich with business opportunities. Induction training will be provided, together with the opportunity for professional development through continuous learning and development, with in-house and external training as appropriate.

5 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
 Pension: Employer contribution of 3% of salary (after year 1)

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