

Job Description: ACCOUNT MANAGER

As part of our 'People Focused' Account Management team, you are responsible for the management and delivery of projects and key account-related tasks to ensure 'Client Success' within a PropTech focused role.

Toolbox Group is an International organisation with 2 UK locations based near Bury St Edmunds, with additional offices in Poland, Sweden, Spain and the USA.

As a progressive company who is driving market growth through focus on Product, Work Culture, Innovation and Deliverables; this role is Tech orientated, but is dependent on the following key aspects;

- Client focus
- Proven Project coordination
- Proven Relationship development
- Self-starter with solution finding creativity skills
- High levels of autonomy with additional incentives for positive performance
- Frequent travel opportunities throughout the UK, EU and the USA

For Toolbox Group:

Maximise income – through upselling to existing portfolios, growing new portfolios and drive client success in all interactions.

Standards - ensuring all work undertaken on behalf of Toolbox Group is delivered to a high standard in relation to the budget and expectations.

Time Management - managing your time and input for all projects undertaken in relation to your portfolio of clients.

Growth and Innovation - challenge and grow the company profile and your personal profile for, and within, a growing international mobile tech organisation.

Main Duties and Responsibilities:

Under the direction and supervision of your line manager you will be responsible for the following;

- Develop a full understanding of the environment in which the client operates
- Work closely and communicate effectively and efficiently with other departments within the business to ensure an integrated and effective approach to all activity
- Professionally represent Toolbox Group and to attend client meetings
- Travel and provide on-site support when Mallcomm is being rolled out or onsite support is undergoing
- Support and lead, where applicable, all Account Management, Project Management and Client facing services
- Define, conceptualise and communicate client requirements to development teams, through to assist and manage new product implementations through to completion as required;
- Build and maintain client relationships that grow our current sales funnel, whilst taking responsibility for growing and developing the user base with our existing clients
- Manage a change management process of new updates and new products inline with company policies and processes

- Maintain reporting, account administration and other internal and external requirements
- Ensure the project life cycle is completed to invoicing and recurring invoicing.
- Provide onsite and remote support to clients, communicating with clients frequently in a professional and organised manner

Key responsibilities:

- Manage key clients remotely as required by the business, this includes but not limited to clients in the UK, EU and USA.
- Attend as agreed to assist, meet or lead activation processes within the UK, EU and USA.
- Achieve Toolbox Group margins as agreed, maintaining defined quoting, budget, invoicing and financial processes - ensuring favourable cash flow where possible
- Work closely and communicate effectively and efficiently with other departments within the business to ensure an integrated and effective approach to all project, account and digital products related to applicable clients

Skills & Personal Profile:

- Able to work autonomously & as part of a team
- Self-starter and driven for personal development
- Ability to develop and maintain a positive working relationship with internal and external stakeholders;
- Detail-oriented, self-directed, strong independent problem-solving skills, and ability to multitask;
- Ability and enthusiasm to lead by example and motivate
- Excellent analytical and organisational skills
- Punctual & dependable demeanour
- Excellent verbal and written communication skills;
- Ability to interact professionally with all levels of stakeholders
- Ability to set clear expectations, manage team performance and build high morale among team members;
- Ability to maintain confidentiality and carry out assignments that are sensitive in nature
- Commercially and financially aware
- Retail experience (beneficial, but not essential)
- Technical background (beneficial, but not essential)
- Project support experience (beneficial, but not essential)