

JOB TITLE

- Account Executive

MAIN PURPOSE AND SCOPE OF THE JOB

- To find business opportunities and manage client relationships. The goal is to find opportunities and turn them in long-term profitable relationships based on trust and mutual satisfaction. Primary responsibility will be the management of basket clients..

Reports To:	Account Management Team Leader
Responsible For:	Not Applicable
Budget Responsibilities:	None
Location:	Manchester, Blackpool and/or Home Based (with occasional office visits)

SALARY RANGE

- £22,000 - £29,000 (Depending on Experience) Plus Commission

DUTIES AND KEY RESPONSIBILITIES

- Initial contact of customers explaining the process, product, deliverables and timescales.
- Agreeing and maintaining site lists working with clients.
- Securing customer signatures.
- Contacting relevant departments to set up servicing the contract Reporting, Trading, Validation.
- Contacting customers on a regular basis and ensuring reports are being received/understood.
- Ensuring that KPI's are adhered to.
- Cross selling where appropriate.
- Ad hoc tasks as requires.

GENERAL RESPONSIBILITIES

- Assist in delivering contracted services to LGE's clients.
- Keeping track of complex queries via query system, effectively managing them across the organisation.
- Adhere to all LGE policies, processes and procedures.
- Work independently and collaboratively with colleagues, partners, and clients to meet and exceed LGE's objectives and targets.

- Assist in LGE’s ongoing process of continual improvement.

PERSON SPECIFICATION

	CRITERIA
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Clear and concise written and spoken communication skills. • Ability to present written information in a structured and balanced way appropriate to the needs of the reader. • Proficient in Microsoft Office, Word, Excel, PowerPoint. • Visualize where bottlenecks might be – anticipate problems and forewarn the business. • Strive to improve process wherever possible. • Ensure KPI’s are closely monitored and met. • Ability to build relationships. • Excellent organisational and time management skills.
EXPERIENCE	<ul style="list-style-type: none"> • Proven experience in sales/ client service role. • Knowledge of market research, sales and negotiating principles. • Sales experience. • Experience with working in energy markets.
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of the UK Energy Markets desirable but training will be given. • Knowledge of UK Commodity and Non-Commodity Charges desirable but training will be given. • Knowledge of UK Energy Legislation desirable but training will be given.
PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Willing to travel and occasionally work unsocial hours • Be a good team worker demonstrating loyalty and commitment to the organisation and team members. • Able to work under pressure. • Able to work on own initiative and be proactive. • Confident able to communicate effectively with internal and external stakeholders and clients. • Commitment, drive and self-motivation. • Exceptional organisational skills to track complex queries.