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| **Job Title** | Account Manager |
| **Department.** | Restore Information Management - Sales |
| **Location** | Internal – national, External - Connect 84, Connect at Integra61 Durham |
| **Reports to (direct)** | Nicola Tatters - Central Account Management Team Leader |

###### MAIN PURPOSE OF JOB

We are looking for a highly motivated Account Manager to help manage a portfolio of accounts, resolving customer queries and identifying opportunities to ensure maximum potential revenue across the Restore PLC portfolio. Although working on a shared portfolio you will take ownership and accountability for queries assigned.

You will be the first escalation point for customers, helping to manage a large but shared list of accounts in close partnership with the Service Delivery, Regional Customer Care Teams and National Account Managers.

###### KEY TASKS

* Protect and retain accounts
* Ensure KPI’s are met
* Deal with customer enquiries in a timely and effective manner
* Accurately report key information to line manager
* Co-ordinating resolution plans across Restore departments

**SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED**

To be considered for this opportunity, you must be able to display the following skills and attitudes;

* Excellent customer facing skills, via phone, Teams and email
* Investigation and problem solving to ensure customer queries are resolved in a timely and effective manner
* Attention to detail, working with other departments to conclude enquires and resolve problems. Knowledge of Restore operations and O’Neil system an advantage
* Ensure existing customers are signed onto new contracts as required
* Identify new storage and project opportunities and work with wider Restore teams to secure the business
* Ability to introduce Restore group services and identifying cross sell opportunities
* Manage a CRM system, keep account information accurate and up to date
* Ensure accurate reports and key information is reported to line manager
* To undertake projects from time to time as instructed by the business

The above is not an exhaustive list but an outline of your duties. All Restore employees need to be aware that they may be asked to perform tasks and be given responsibilities as reasonably requested.

You will mainly be office based (local Restore site), and may be required to stay away from home from time to time.

**COMPLIANCE RESPONSIBILITIES**

* Adhere to all Company Policies and Procedures contained in the Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems
* Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/line manager

Managers are responsible for training staff on Company Policies and Procedures contained in Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems.

**OTHER INFORMATION**

Restore plc is an AIM-listed support services company focussed on providing services to offices in the private and public sectors. Restore plc has two divisions: document management and relocations.

Restore cares for millions of boxes, magnetic media back-up tapes and scanned documents in a range of storage settings, along with a host of cloud solutions that serve customers their information at the touch of a button. Efficiently and cost effectively managing all your business information in paper and digital form, from hour to-hour retrieval through to end-of-life, confidential disposal, at Restore we are specialists in every step of the data journey.

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| **APPROVALS:**  **Line Manager**  Name: ………...  Signature:… ……………  Date:… ……………………………… | **Post Holder**  Name: ……………………………..………………………..  Signature:…………………………………………  Date:……………………………………………… |

**The company reserve the right to amend or update this job description as the demands of the business develop.**

**Signed Job Description are to be returned to the HR Department and will be used as part of the Appraisal process**