

BPR Group Europe Ltd
52 Lant Street
London SE1 1RB



Organisation: BPR Group Europe Ltd
Salary: £33K to 40K OTE depending on experience
Location: London, SE1
Position Type: Permanent
Closing Date: 30th June 17
Start Date: ASAP
Website: <http://www.paper-round.co.uk/>
Contact: Kate McKean-Tinker
Contact Email: recruitment@paper-round.co.uk

Environmental Services - Senior Account Manager

BPR Group is one of London's leading recycling companies. Our aim is for our clients and staff to be enriched, passionate and loyal. We stand above the competition by providing exceptional service, quality products and unparalleled customer support. Through innovation and a wealth of experience, BPR Group provides flexible, reliable and ethical services. We are committed to reducing our clients' environmental impact.

The role:

BPR Group is looking for a highly efficient and people orientated individual to join their growing Account Management team.

You will be the named point of contact for some of BPR Groups' largest customers. Your role will be to:

- Ensure that these customers receive an excellent level of customer service
- Ensure that operationally their service is running efficiently
- Grow the revenue of your portfolio while maintaining or increasing margin
- To ensure accounts are reaching their recycling and waste management targets

The successful candidate will have experience in the following;

- Managing business relationships and conducting face to face meetings
- Increasing revenue of accounts by up and cross selling
- Problem solving

What you will be doing:

- Dealing with your accounts on a day to day basis via, phone, email and face to face meetings. Building strong business relationships to allow you to work with your accounts to meet their environmental goals. You will work pro-actively to improve the service on site and resolve any issues that arise.
- You will take a strategic approach to account management and identify key stakeholders and opportunities within your accounts and develop these to increase the value of your portfolio.
- You will be responsible for ensuring your accounts receive an excellent level of customer service and that any issues are resolved quickly and KPIs achieved. You will be supported by our Helpdesk who field all initial service related queries. You will also be provided with administrative support where required to ensure KPI, management reports and statistics are sent on time.
- You will manage negotiations around price reviews with your clients.
- You will have a good understanding of the factors affecting the margin of your accounts and of be responsible for ensuring they are profitable.

Required Skills/Attributes:

- The self-motivation and drive to succeed in a busy, fast pace environment.
- You will be able to get things done quickly and efficiently and in many cases 'today'.
- You will have excellent communications skills and be able to confidently converse with a range of people including, Directors, Cleaning Managers and loading bay staff.
- A high degree of accuracy and attention to detail.
- You will be able to make decisions based on good business sense and enjoy closing deals.
- A Degree (ideally with modules related to the Environment)
- An interest in the environment
- Competent use of Microsoft Office software.
- Your commute to the Lant Street office must be less than 1 hour

Benefits

- Become part of a rapidly expanding, ethical, progressive & green company with career prospects. Natural progression would be promotion to Key Account Manager – the most senior level in the Account Management team.
- Work in a lovely office with panoramic views of The City
- Employer Pension Scheme
- Travel Season Ticket Loan

Location:

Central London – close to Borough Market and short walk from Waterloo, London Bridge and Blackfriars.

BPR Group is an equal opportunities employer.

To apply: Please submit your CV and a cover letter explaining your interest and suitability to recruitment@paper-round.co.uk with the subject line "Senior Account Manager". Please note that any applications without a cover letter will not be considered. Please include current salary details - basic, bonus plus any benefits - when applying.

For more information please email the above address.