

JOB DESCRIPTION

Job Title	Account Administrator
Department	Account Management
Reporting to	Team Leader
Responsible for	All aspects of customer operational relationship
Location	Leeds / Solihull / Crowthorne
Job Role:	<p>Develop strong relationships from specified list of clients to achieve individual objectives/targets against the Account Management plan.</p> <p>To be first point of contact for enquiries and various other matters during the pre, mid and post contract period.</p> <p>To offer support with queries generated in the team and deal with complaints.</p> <p>Working within a team of people dealing with day to day contact with clients regarding general queries, quotations and orders.</p> <p>Ensuring accuracy of data, compliance to operating procedures, preparation and completion of follow up actions of client reviews, keeping up to date on outstanding schedules, adhering to KPI and customer satisfaction levels, and ensuring contractual obligations.</p>
Environment:	A Friendly and Engaging team that delivers Innovative, Personal and Knowledgeable experiences that are Easy for our customers. This is an office based role – some travel may be required to visit various sites
Responsibilities:	<p>To run reports to check driver details such as duplicate drivers, missing details, excess mileage position, vehicle past contract end dates.</p> <p>To ensure operating procedures are up to date and stored on the database</p> <p>To maintain and update client files and database details</p> <p>To ensure client review packs are compiled and all data and reports are accurate</p> <p>To minimise risk to Zenith of outstanding schedules for clients within the team</p> <p>To review all KPI results to and ensure all client relationships and KPI's are met</p>

To ensure Zenith operate within the contract set with the client

To fully understand contracts including pricing, management fees, services, products, service levels, profitshare, excess mileage, and expiry dates.

To fully understand the various vehicle funding methods and the costs and benefits to each for clients including and not limited to Contract Hire, Purchase, Employee Car Ownership, Salary Sacrifice

To discuss and negotiate quotations and orders with clients

To request and check orders from clients and produce internal orders

To provide driver support via phone and email; responding to queries and hand holding to provide excellent customer service

To generate sales through help and guidance and be the first point of contact for queries



PERSON SPECIFICATION

Job Title	Account Administrator	
Department	Account Management	
Skill	Essential	Desirable
Excellent customer service and communication skills	X	
Good administration and numeracy skills	X	
Strong Microsoft Office skills		X
Strong Microsoft Excel skills		X
Good level of spelling and grammar	X	
Strong accuracy and organisational skills	X	
Experience	Essential	Desirable
Working in a customer focussed administration environment	X	
Working to KPI's, SLA's and to targets	X	
Customer service experience	X	
Previous experience in administration role	X	
Previous experience in handling complaints	X	
Personal Characteristics	Essential	Desirable
Flexible	X	
Team Player	X	
Ability to Work under Pressure	X	
Self-Motivated / Positive	X	
Reliable / Punctual	X	
Strong organisational skills	X	



Desire to deliver exceptional service	X	
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RECRUITMENT PROCESS

Please email your CV to HR@zenith.co.uk and we will be in touch.

