

Account Relationship Executive VPW Systems (UK) Ltd (Exeter, Devon)

About our Business:

VPW provide Small Business IT services to an ever growing range of customers in different industry sectors. From Education to Accountancy and just about everything in-between, we support and cater to companies with all kinds of IT need, from simple support to fully managed Cloud Technology. We've been operating for over 15 years, and have a comprehensive portfolio of services that customers can take individually or as part of a large contract. We're based in the city centre in Exeter, with excellent transport links nearby being just 5-10 minutes from major transport hubs.

What we're looking for:

We're looking to find a new member of our team to help improve our *Sales Support & Account Management* functions. You'll be working alongside the Managing Director within a new role that will be developed with your input to ensure we ultimately provide enhanced care & assistance for non-technical issues to our diverse customer base. You'll be the main point of contact for queries, incremental sales and general care and attention for customers with managed accounts. We anticipate that the role would be varied due to the variety of customer types and enquiry types they'll generate. It is expected you'll make contact with customers primarily by phone and e-mail, with some visits where required to a customer site from time to time.

It is vital to the role that you are able to communicate at different levels – you'll be speaking to decision makers and company owners and junior staff alike, as well as with people with varied technical knowledge. You'll ultimately act as the "voice of the customer" when discussing matters with our own staff to make sure that the technical support team and administrative support employees understand how we can deliver better service and resolve issues for our clients.

Accordingly, the role is intended as a mix of *Customer Service, Account Management* and *Sales Support* functions.

In the role, you'll be expected to:

- Contact customers to build relationships – better understanding what they do, how our technology and services help them, then helping them get more from us – utilising those services better, helping them understand how other parts of our portfolio can enhance and improve IT centric productivity in the business.
- Assist the Managing Director in a range of tasks primarily geared at supporting larger sales, assisting in the production of quotations & proposals, and helping ensure new customers are properly bedded in and supported during the initial transitional phase. You'll ultimately be the "glue" that connects the technical support, provisioning and administrative functions together ensuring that the customer remains the focus at all times.
- Get involved in helping the company develop communications to existing customers that help them take advantage of the services they buy, as well as helping them understand how additional products can fit into our

service portfolio. Whilst this is not a marketing role, as a small business a certain amount of involvement is inevitable and supports your role.

- Act as the primary point of contact and liaison for customers to handle escalations, issues that might not be within the scope of the technical team, and be able to empathise with any problems they face then taking responsibility for ensuring a successful outcome
- Build, develop and maintain the relationships to an extent that customers value the non-technical aspect of our approach as much as they appreciate the technical competence which then drives customer satisfaction and ultimately helps retain the business for the long haul

This role would likely suit you if...

- You're confident and outgoing and enjoy talking to and getting to better understand customers, problems, challenges and evolving requirements, but can equally communicate clearly where issues arise that require the customer to take action or responsibility for an ultimately successful outcome
- You understand how to talk to a variety of customer types – from Directors and senior decision makers to junior employees acting as the day to day contact with us as IT supplier.
- You're passionate about providing excellent customer service, want to understand the unique needs of individual customers regardless of the organisation size and purpose
- You would like a role that gives you relative freedom to develop your own style and communication approach, within a basic framework that is geared towards ensuring that the customer is central to the approach taken, and perhaps have existing skills and ideas you want to bring and develop.
- You are an expert at juggling conflicting demands – from internal and customer sides alike, and can manage your time and limited resource effectively to ensure all parties are properly dealt with and customers are satisfied.
- You enjoy resolving conflicts between expectations and product or service constraints, or simple reality of what can be achieved and know how to best communicate and diffuse situations early.

It is desirable, but not essential if you:

- Have some experience in an IT based company and have technical knowledge. There's no need to be a computer genius by any means, but if you have some familiarity with common terminology and basic concepts this could serve you well, but we will ultimately train you and help you develop knowledge in this area.

- Have previously worked in a small business as a customer and understand the challenges and resource constraints they have and how good suppliers can be a key asset for them

Where & when you'll be working...

You'll be working in a small friendly team in our city centre offices in Exeter. There is scope for some Home Working in this role, and it is expected that you will need to visit clients from time to time (the company provides pool vehicles for such purposes).

The role is intended to be a Monday to Friday 9am to 5pm role, with some flexibility from time to time.

If you're interested, you must:

- Hold a full, current, clean UK Driving License
- Have some experience in any of the Sales, Account Management or Customer Service roles
- Be able to clear a Enhanced DBS check [Required due to the nature of some client business types]

Staff Benefits:

Our staff benefits include:

- A Company Pension Scheme (including a company contribution)
- Childcare Vouchers scheme
- Reduced cost telephony and broadband services for personal use

Salary & Other:

- *Salary:* You'll receive a basic salary of between: £15,000 and £21,500 depending on experience and attributes that would make you the perfect fit for the company, which will be reviewed as the role develops.
- *Bonuses:* You'll be eligible for staff bonuses based on company performance
- *Dress Code:* Smart, but Casual. Company Polo/T-Shirt and similar provided, but we don't wear suits and aren't a stuffy organisation – and neither are our customers, so we don't want or expect you to wear them either.
- *Holidays:* You'll receive 28 days of annual leave per year, including Bank/Public Holidays.
- *Working Hours:* The role is intended primarily as a full time position, based on a typical "9 to 5" setup, but with some potential for flexibility subject to job role and customer communication needs remaining achievable.