

Job Description



Job Title:	Account Management Executive
The Business:	The largest hackney taxi operator in Liverpool with 385 licensed taxis and sales turnover of £2.5m
Scope:	Customer relationship management & new business sales for corporate accounts. Target increase from current £2.1m to £2.5m.
Reports to:	Head of Business Development, CityFleet.
Based:	Liverpool and around the Liverpool area.
Overall job purpose:	To foster excellent relationships with existing customers and potential customers to achieve company account sales objectives.
Objectives:	<p>To help achieve company targets for job numbers and account revenue.</p> <p>To help design and introduce new account sales literature, terms & conditions and account application form. Standard Accounts & Cabcharge Accounts.</p> <p>Determine largest potential customers in Liverpool including main competitors' clients.</p> <p>To develop customer contact database with account details, potential spend, key contacts and sales visits.</p>
Tasks:	<p>Research and analysis of Liverpool market for taxi account services.</p> <p>Customer Visits & Liaison.</p> <p>Opening new accounts & follow up of new accounts.</p> <p>Customer management information reports.</p> <p>Telephone sales for new business.</p> <p>Response to tenders.</p> <p>Monitoring account spend and profitability.</p> <p>Sales support literature and Marketing.</p> <p>Respond to customer complaints & queries.</p>
Policies:	To comply with the company policy and procedures for health and safety, equal opportunities, quality and environmental management.
Contact:	Please send your CV and covering letter to jobopportunities@cityfleet.co.uk .