

## Job Role: Account Manager.

Competitive Salary + Bonus + Car.

### Global is a truly inspirational business.

We are one of the UK's most dynamic fleet management and rental companies, and we are thinking bigger than ever before. We are taking on new challenges, expanding and finding new ways to deliver the best value. You could be part of this adventure.

Yorkshire based, with UK wide coverage, our fundamental principles of high quality professional service and tailored solutions are as true today as they were 20 years ago. Our strong reputation is key to our success. We offer fleet solutions to simplify fleet management. Our comprehensive and market leading range of products

and services includes vehicle daily rental, contract hire, remarketing, maintenance and servicing.

But it's not what we do, it's the way we do it that makes us so extraordinary. Customers are at the centre of our thinking and decision making all of the time.

Constantly innovating, the Global team is talented, diverse and hard working. It's a high octane performance led culture where we have fun. If you share our values, want to be challenged, get support for your professional growth and be well rewarded, you will fit right in!



### What you will do:

- Ensure the effective management of customer accounts, anticipating customer requirements, meeting expectations and building effective relationships in order to grow the Global rental fleet business.
- Demonstrate proactive customer management and contact at all levels, delivering exceptional customer service
- Cultivate profitable and resilient long term relationships with customers ensuring Global is retained as the supplier of choice by overcoming price and environmental challenges from competitors.
- Ensure that rental volume increases in line with the company objective and fully realise the potential of the Global range of products and services. ▶

### Contact us:

If you're interested in furthering your career with Global, get in touch:

+44 (0) 113 391 8040

HR@globalautocare.co.uk

## How you will do it...

- Act as key account contact for nominated accounts ensuring full ownership whilst maintaining consistent performance and customer service across all.
- Building and maintaining strong, long-lasting customer relationships, carrying out review calls/ meetings and proactively providing the support expected by the Customer.
- Drive growth of existing accounts through greater penetration.
- Develop profitability of accounts through improved product mix and term of hire.
- Identify and provide additional value added services to increase revenue and loyalty through bespoke fleet management .
- Promote special offers and develop leads.
- Support the identification of wider growth opportunities through affiliated companies and company mergers and acquisitions.
- Ensure the timely and successful delivery of extraordinary solutions according to customer needs and objectives.

## What you need to be successful...

- A proven track record in Account Management is preferred but development opportunities are available.
- Previous experience of customer relationship management.
- Fleet industry experience is an advantage along with a full clean driving licence.
- Degree or equivalent preferred but not essential.
- Exceptional interpersonal skills and successful negotiations skills.
  - Excellent verbal, written and spoken communication skills.
- Strong organisational skills and ability to effectively manage and prioritise workload.
- High levels of attention to detail and accuracy.
- Ability to work well under pressure especially during peak periods.
- Good numeracy & literacy skills and an understanding of Microsoft packages.

## Above all, you will need...

- A **passion** for learning and desire to succeed.
- Absolute **integrity**, consistently adhering to high quality professional standards, with sound business acumen.
- **Innovation** and a solutions focused approach.
- **Performance** driven and keen to deliver to the best of your ability every time, all the time.
- **Agility** - responsive to the needs of the customer.
- **Quality** focus and to aspire towards excellence in all things.
- To take **pride** in supporting the delivery of extraordinary fleet solutions.

## And in return...

As Account Manager at Global, you will receive a competitive salary, discretionary bonus and Company Car. It's a great environment to work in. There's open communication with management, and ample opportunity to showcase your ideas to our shareholders and owners.

Be part of our success – apply now!

Email your CV to:  [HR@globalautocare.co.uk](mailto:HR@globalautocare.co.uk)