



Job description

Job Title: CAM

Group: Client Account Services

Reports to: CAM Manager

Location: EMEA

Job Purpose:

Proactively engage with existing customer base to ensure all value added services and on going benefits are delivered efficiently to exceed customer expectations. Additional business opportunities should be identified, Management of SA Benefits on behalf of the client.

Key Tasks & Responsibilities:

PRESALES ACTIVITIES

- Initiates client set-up's and product set-up's
- Provides quoting and intensive consulting and advisory service to customers (pricing, discounts, agreements, products, billing, contracts etc.)

QUERY HANDLING

- Works daily on all assigned client enquiries
- Informs and updates client and/or sales within agreed service level timeframes
- Interacts with other departments (Purchasing, Licensing, E-Services, Finance, Sales) to resolve client issues
- Takes ownership of escalations and follows escalation procedure
- Answers telephone within set timeline and in a in a polite, professional and expedient manner

ACCOUNT MANAGEMENT

- Supervises assigned key accounts as the subject matter expert providing proactive service and support regarding all client standard and specific requests
- Produces regular statistical evaluation & reporting and provides updates to client, sales counterpart and management
- Analyses all account activity in order to take appropriate actions to increase effectiveness and to ensure all Service Level Agreements are consistently met or exceeded
- Provides input and feedback for client account reviews by data analyzing and interpreting, monitors and reports on escalation trends and works closely with sales counterpart to co-develop assigned accounts
- Organises regular and proactive client (conference) calls checking on client satisfaction and establishing measures to maintain and improve service excellence

- Applies quality control measures to reduce amount of client complaints and company profit losses

ADDITIONAL

- Keeps management informed regarding major challenges
- Provides back up support within Client Account Services EMEA for vacations and absences
- Attends department, vendor, system and any other training offered in order to keep skills updated.

Qualifications Required:

- Experience Required
- Excellent strategic, communication and interpersonal skills with both internal staff and external customers
- Strong customer orientation and relationship building skills
- Ability to service customers with quality, timeliness and professionalism and instruct team members to strive for similar excellence
- Ability to coach team members concerning strong attention to detail and high level of accuracy
- Proven self-reliance and resourcefulness and ability to organize, prioritize and multitask
- Ability to demonstrate initiative and to operate proactive
- Excels in effective and positive communication both verbally and written (exemplary telephone etiquette)
- Excellent PC skills such as Microsoft Office products and knowledge of basic operating systems
- Extensive knowledge of various software products and of volume licensing agreements
- Ability to work well under pressure
- Must be flexible with working hours / scheduling
- Proficiency in English is a must