

JOB DESCRIPTION – Service Division Key Account Manager

Job Title	Service Division Key Account Manager
Date Reviewed	July 2023
Responsible To	Service Operations Manager
Location	AVK Clayton West

Business Profile

AVK are the UK's leading provider of critical power systems and maintenance that guarantee reliable power. For over 30 years we've been supplying UPS systems, standby diesel generators and more recently Battery Storage and Gas Generation solutions providing our clients with reliable back-up power schemes for their mission critical services and systems.

We are trusted by many of the UK's largest Data Centre operators, Finance & Banking providers and Telecommunications companies to design, install and maintain 100% power integrity by providing diesel/gas generators, uninterruptible power systems, battery storage, switchgear, protection relays and turnkey solutions.

AVK specialise in all aspects of the design, planning, implementation and on-going maintenance of critical power systems. We provide solutions for standard or large-scale bespoke applications, covering all project sizes from £1k up to £30m. Our extensive and growing client base reflects our highly regarded reputation for both quality and service.

Overview

The Service Division Key Account Manager shall be based out of AVK Clayton West office, to work closely with the Service Operations team who plan and deliver the work with clients. The primary purpose of this role is to maximise client satisfaction. The Key Account Manager's responsibilities also include growing the department revenue and profitability by ensuring key clients are satisfied with the service provided. They will attend in person / Teams meetings with clients as required.

Responsibilities

	Develop and sustain solid relationships with key clients
	Acquire a thorough understanding of each key client's needs and requirements
	Address and resolve key client's issues
	Act as main point of contact between key clients and the internal teams
	Oversee and ensure that the internal delivery teams are delivering to agreed key client SLA's / KPI's

	Compile reports on key account progress, goals, and forecasts for all stakeholders
	Gather, report and communicate key client's feedback on service, technology and product delivery
	Communicate and collaborate with Sales and Marketing departments to ensure key clients are aware of all product lines that AVK offer
	Assist dedicated team to negotiate contract renewals for key clients
	Arrange and attend regular review meetings ensuring that clients are proactively kept up to date on all contract activity.
	Support the Service Sales team in the preparation of bids/tenders and framework renewals.
	Work collaboratively with the Sales Team on major/special projects work
	Support the growth and profitability of the key accounts
	Support with the mobilisation and compliance of clients procedures such as portals for accounting, permits and PQQs.

Person specification

Key skills and knowledge	Desired/Essential
Excellent written and verbal communication skills	Essential
Proven experience in Key Account Management	Essential
Good analytical and numeracy skills with experience of writing succinct reports	Essential
Be adaptable, confident, professional and well-spoken with an excellent telephone manner	Essential
Ability in problem-solving and negotiation	Essential
Excellent organisational skills	Essential
The ability to work without supervision and have a flexible approach to their work schedule	Essential
Experience in producing tender documentation and supporting cost information	Essential
Attention to detail with a methodical and organised approach to workload	Essential
Car driver	Essential