

Team Leader - Account Management

Our agile and growing business is hiring a Team Leader for the Account Management team. This position is responsible for creating long term, trusting relationships with clients, managing an Account Management team as well as their own portfolio of existing clients. This role is also responsible for developing new business, and actively seeking new opportunities. This position will report into the General Manager with a dotted line into the Head of Finance and Operations.

KEY RESPONSIBILITY AREAS

- Manage team of Account Managers, providing coaching, feedback and managing resources
- Point of escalation for complex energy/strata questions
- Provide input on weekly reporting, providing new project up-dates and managing client retention
- Develop strong relationships with clients, suppliers and other key stakeholders
- Proactively manage clients' needs and expectations
- Manage and respond to client enquiries within agreed timeframes and service level agreements
- Identify new business opportunities with existing and new clients
- Actively seek opportunities to enhance the client experience
- Work closely with the team to achieve identified outcomes
- Assist with projects for clients including coordination of tenders, analysis and production of proposals and summaries.
- Seek opportunities for improvement and innovation and contribute to the implementation of new initiatives

ESSENTIAL QUALIFICATIONS, SKILLS, AND EXPERIENCE

- Relevant experience and/or qualifications
- Previous experience in a high-volume sales role
- Demonstrated ability to manage complex and challenging customer relationships and needs
- High level of written and verbal communication skills and exceptional interpersonal skills
- Ability to work independently, use initiative and solve complex issues
- Excellent technology skills with proficiency in Microsoft Office (Word, Excel, Outlook, etc)
- Strong attention to detail
- Demonstrated time management skills and ability to prioritise and manage multiple projects