



Job title:	Trainee Account Manager
Reports into:	Sharon Sloan
Holidays:	25 days plus Bank Holidays
Salary:	£24-26K + benefits + pension

**The role:**

As a Trainee Account Manager, you would support the Account Managers with their key accounts, in addition to being the key client contact for your own smaller accounts.

You will be responsible for supporting Account Managers in managing their loyalty schemes from end-to-end, and overseeing customer queries dealt with by Account Executives. Your duties would include; setting up and launching loyalty schemes, following established processes, on-going scheme management, website management and working with our Marketing Manager to deliver targeted monthly marketing campaigns. You would also support Account Managers on a monthly and quarterly basis, working with our Data Analyst to provide financials, data insights, and scheme recommendations to your clients. For your own schemes all of these tasks would be your responsibility to manage and deliver on. You would be required to attend client meetings as and when the need arose.

You would also be expected to provide general support and admin to the Account Director, Operations Director, Sales Team and Loyalty Works in general.

**The person:**

The role would suit someone from a client service background who has experience of leading and developing client relationships. The person must be pro-active, highly organised, and comfortable working to tight deadlines. The role is extremely varied, ranging from client relationship management, project management, data insight analytics and client upsell opportunities.

**Responsibilities:**

- Create and manage project plans and critical paths
- Support and understand the analysis of client databases to produce reward scheme structure recommendations
- Work with the design team to develop new scheme branding and collateral in line with client brand guidelines and objectives
- Management of the print process of any marketing collateral
- Project management of website design and build for a scheme launch
- Management of telesales campaigns and recommendation opportunities
- Management of marketing campaigns, inclusive of analytics, such as email, SMS campaigns and customer surveys
- Ensure customer queries are dealt with appropriately and within a timely manner by Account Executives and manage any escalated queries and complaints
- Manage day-to-day client queries via telephone and email
- Manage on-going loyalty scheme registrations (telesales and online)
- Oversee the reward scheme redemption process
- Management of monthly sales figures process and housekeeping checks

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- Review monthly insights, monitor the predicted sales and flag up anomalies and shortfalls or any concerns
- Present monthly overview to clients, including upsell of tailored enhancements and recommendations, inclusive of face to face, email, telephone
- Prepare presentations and lead client review meetings
- Creation and on-going management of client development plans, inclusive of presenting scheme results to the Senior Management Team
- Oversee the financial process for each client
- Approval of all incoming and outgoing invoices and statements
- Liaise with suppliers regarding any requirements or issues
- Identify client touchpoints that may enhance growth of sales and report back to Head of Loyalty and Marketing team
- Ensure client touchpoints are celebrated, both personal and business
- Report on new client information, i.e. new branch launches, changes of address, social activity, role changes

## **Essential skills:**

- Project management
- Excellent customer service skills
- Client relationship management skills
- Analytical/data skills
- The ability to identify enhancement and upsell opportunities
- Highly organised and comfortable managing multiple clients
- Enthusiastic to continuously learn and develop yourself to progress to an Account Manager
- Continuously seek to develop your managed reward schemes, taking ownership of training where required
- Good communication skills; can communicate technical issues to non-technical people
- Ability to communicate across all levels of a business, from board level to end customer
- Competent in Microsoft Office (Excel, PowerPoint, Word)
- Presentation skills
- Ability to show understanding and agreement of the Loyalty Works company values

## **Desirable skills:**

- Experience of website content management systems
- Advanced Microsoft Excel
- Experience of B2B marketing experience

## **Key benefits:**

- Competitive salary
- Company bonus scheme
- Company pension (after successful completion of probation period)
- Healthcare plan (after successful completion of probation period)
- 25 days holiday, plus your birthday off (3 days to be taken for Christmas closure)

## **Our company values:**

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**Passion** – we're passionate about what we do and enjoy celebrating our success with our colleagues, customers and suppliers

**Unity** – we respect each other. We're one team (colleagues, customers and suppliers) with one goal.

**Trust** – we always keep our promises

**Honesty** – we value openness and honesty with everyone we work with.

**Commitment** - we commit ourselves to our clients, suppliers and colleagues to deliver the best we can for each other every day.

**Fun** – we'll have fun on the way!