

HR Team is currently seeking to recruit for the following position:

Account Manager

About HR Team

HR Team offers employment law and strategic human resource services to employers in Northern Ireland, Ireland and the UK.

About The Job Role

Job Title: Account Manager

Contract Type: Permanent

Hours of Work: Negotiable (full and part time available)

Salary: Negotiable and depending on experience

PURPOSE OF JOB ROLE

Due to continued expansion and growth, HR Team require an Account Manager to manage the company's portfolio of clients in relation to the range of services that are provided. The successful candidate will manage client relations by providing a first point of contact service for any queries, both internally and externally and ensure that these are dealt with in an efficient and solutions based way.

Your expertise in the following areas will be required:

1. Devise a strategy to ensure that our clients receive regular contact to enhance their overall customer experience. Contact should be proactive and not reactive and focused on the building of strong relationships.
2. Ensure that client queries relating to all of our services are addressed within the timeframes outlined in our procedures.
3. Liaise with our technical team for HR Software client queries, ensuring that clients are able to use their software to its highest potential.
4. Respond to all enquires that come through the company's website and telephone.
5. Manage the quotation process in an accurate and timely manner in line with customer expectations.
6. Ensure all internal databases are updated within the required timeframes.
7. Ensure full accuracy and attention to detail in relation to all interactions with internal and external customers.
8. Liaise with the company's finance department where required.
9. Arrange webinars for existing clients and ensure that they are aware of pertinent dates.
10. Ensure service standards for HR Team clients are to a high standard and in line with the company values.
11. Liaise with the company's marketing department in relation to marketing materials and content.
12. Execute the personal training plan provided by HR Team. Pursue personal development of skills and knowledge necessary for the effective performance of the role.
13. Pay attention to detail at all times when devising/revising documents, writing emails and communicating with clients. Always double check your work before sending to a client.

THE PERSON

Essential Criteria:

- Experience in business to business client management.
- The ability to build strong client relationships.
- Good problem solving skills
- Strong organisational and administration skills
- High level of computer literacy including experience of Microsoft packages
- Excellent interpersonal skills
- Excellent written skills with a high attention to detail
- Excellent telephone manner
- Ability to work under pressure and to strict deadlines in a fast paced environment

- Ability to work as part of a team but also to your own initiative

Desirable Criteria:

- Knowledge of HR and employment law

Key competencies required for the role

- Client First, always
- The ability to work in an efficient and timely way
- A solutions based attitude
- High attention to detail
- The willingness and ability to continuously develop skills and knowledge
- Strong Commercial Focus

How to Apply:

To apply for this position, please send your CV outlining how you meet the criteria, your current salary and when you would be available to commence employment, to amy@hrteamservices.com; before **Friday, 8th October 2021 at 5.00pm.**