

## JOB DESCRIPTION

**JOB TITLE:** Account Consultant

**REPORTS TO:** Sales Director

**DEPARTMENT:** 7fiftytwo

### **KEY ACCOUNTABILITIES:**

*To develop, build and maintain effective relationships with key clients. Acting as a trusted advisor to ensure that market share and revenue targets are met/exceeded. To deliver candidates into these accounts. To deliver annual revenue targets and KPI's.*

### **Drive to Achieve**

- To prioritise workload and delivery, focusing on revenue generating tasks in order to bring in annual revenue target and ensure delivery is in accordance with individual client's needs and the overall client PSA and SLA
- Maintain accurate reports / forecasts on performance and customer demands in order to support the budget / business planning process and ensure that delivery resource is at appropriate levels
- Strive towards continuous improvement within the day-to-day service of the account
- Account penetration and development in order to create new opportunity.

### **Relationship Building**

- Become a Subject Matter Expert for the client in all matters relating to the staffing market
- To maintain strong client relationships by phone and arrange client onsite presence in all business areas regularly ie once a month
- To lead structured client meetings to take full job briefs and develop knowledge about the specific client
- To provide clients with 'value add' material, e.g. salary surveys, reports on delivery performance and management information
- Where appropriate to attend client formal review meetings with the Sales Director.

### **Organisational Skills**

- To implement full recruitment process life cycle for all client opportunities, including:
  - Receiving and qualifying vacancies and upkeep requirements from clients
  - Database search
  - Networking / referrals / lead generation
  - Resourcing of candidates
  - Publication of relevant advertising on internet job boards
  - Qualification of candidates
  - Submission of candidates
  - Conducting candidate interviews (preferably competency based)
  - Arranging client interviews
  - Controlling clients and candidates



- Making offers to candidates and securing placements

### **People Skill and Sensitivity**

- Ensure personal collaboration with other operating units / internal departments to maximise business opportunities and resolve issues affecting business performance
- Act as a mentor/role model in all aspects of candidate sourcing /influence compliance, lead generation and organisational behaviours

### **Business Acumen**

- To build account plans for corporate clients
- Identify opportunities for business development within the client relationships
- Assist in the production of RFI's, Bids and presentations where needed
- Seek to resolve problems relating to the account to the satisfaction and benefit of both internal and external stakeholders – escalate to the Team Leader where appropriate