

Account Manager

Overall purpose

Valpak Limited is the UK's leading provider of environmental compliance and data management services in the UK and internationally. Data Solutions has over 100 accounts, including key strategic accounts to Valpak, many of which are Key Account Managed. Data Solutions is responsible for ensuring the accurate submission over of 15% of the UK total packaging obligation.

The Account Manager role requires a strongly customer focused outlook, and would be ideally suited to someone with customer service experience or a recent graduate, with a keen interest in numerical reasoning, communicating in a variety of ways, working with a range of different kinds of businesses. As the key contact person, the Account Manager will ensure that a regular and appropriate level of communication with the account occurs, identifying areas for increased interaction and service development. The Account Manager will quickly develop a good knowledge of the Packaging, WEEE and Batteries regulations and will provide excellent customer service.

Line manager

Sector Manager

Key accountabilities

Responsibility	Objectives
Account Management	<ul style="list-style-type: none">• Manage a portfolio of accounts across all Producer Responsibility legislation (Packaging, WEEE and Batteries)
Timely and Accurate Submissions	<ul style="list-style-type: none">• Ensure all submissions deadlines are planned and met• Independent resource planning• Responsible for compiling accurate data submissions in order to meet customers' legal obligations• Ensuring that data submitted to the relevant authorities complies with legal requirements and regulations
Customer Service	<ul style="list-style-type: none">• Build a strong working relationship with the account• Ensure that a regular and appropriate level of communication with the account occurs,• Identifying areas for increased interaction and service development

Account Manager

	<ul style="list-style-type: none">• Provide excellent customer service at all times.
Sector and Service Growth	<ul style="list-style-type: none">• Understand the requirements of their accounts and the industries they operate within• Work with all of the VDS team to develop service offering• Support the VDS department in growth goals

Skills

- Demonstrably strong interpersonal skills
- Excellent written and verbal communication skills
- A customer focused approach, with relevant customer service experience
- Ability to quickly take on large quantities of technical information
- High level of IT literacy
- Solution orientated problem solving ability
- Collaborative working style
- Excellent planning, scheduling and organization skills
- Full, clean UK driving licence

Contact us

For more information please call 03450 682 572 or email careers@valpak.co.uk