

Role Profile – National Account Manager

The Company

Verifile is an authority on the screening and verification of individuals. Established in 2004 we now serve over 2,000 customers on a global basis, empowering them with the knowledge, confidence and support to make the most informed and intelligent decisions.

Role overview:

Our top priority is for our customers to be successful in running their business using our services. We aim to achieve this by delivering frictionless, insightful, high-quality, swift and personable service. As a National Account Manager, you'll be directly responsible for the retention and expansion of our customer base. You will develop existing relationships we have with customers and be on the lookout for new opportunities to grow our business with them.

You will develop, maintain and retain long-term and valued partnerships with our customers through a relentless drive to understand their current and future needs, expectations and interests. You will connect with key business stakeholders and generate profitable growth from your accounts. In this role, you will liaise with cross-functional internal teams to improve the entire customer experience. This position is likely to require weekly domestic travel.

Your mission is to retain and grow the relationships we have with our existing customers as well as build relationships with new clients joining Verifile. You will achieve this by putting yourself in your customers' shoes and advocate for them when necessary, identify new opportunities with these clients and helping them succeed by getting the most out of our products.

Ultimately, you will play a major role in retaining the relationships we built with our customers and contribute to their success. You will make it your priority to understand our customers business, build dependency on our services, and provide them with insights.



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Main Responsibilities:

- Build long-lasting, mutually beneficial relationships with customer contacts and internal departments to create a better customer experience;
- Develop an in-depth understanding of each customer's business, identify and assess customer's needs which enables creation and execution of an account plan/joint business plan;
- Develop trusted advisor relationships with customers to help influence strategic decisions;
- Be proactive in the way you manage and interact with your clients;
- Go the extra mile to engage and "wow" our customers;
- Champion best practice, customer and candidate experience within the business;
- Living our values with every customer interaction;
- Handle enquiries from existing customers
- Demonstrating the benefits of Verifile's offerings;
- Proactively identify opportunities with existing customers to improve the screening service provided and maximise revenue opportunities;
- Exceed retention and upselling goals for assigned accounts;
- Represent the business in client meetings and negotiations;
- Proactively schedule regular reviews with customers and ensure satisfaction of Verifile services and ensure all are documented;
- Creation of legal documentation and own it until it is signed off by both parties;
- Play part in pre-sale activities by supporting the Sales Team

Required Experience and Education:

- 3+ years Account Management;
- BSc in Sales, Business Administration or similar relevant field;
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organisation at a senior level
- Industry knowledge within HR/recruitment and or financial services sectors would be advantageous (but not necessary);
- Experienced user of CRM systems
- Embody a confident and professional manner, whilst creating effective working relationships with customers;



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- Ability to decipher and understanding customer requirements and offer appropriate support and guidance;
- Possess a diplomatic and tactful approach when working with customers;
- Initiative and problem-solving skills;
- Exceptional presentation and verbal and written communication skills;
- Organised with attention to detail, Can prioritise when faced with multiple tasks;
- An articulate, driven individual;
- Strong computer skills and experience with MS Office;

The Rewards:

We are pleased to be able to offer our employees a wide range of facilities/services which help to provide a stimulating working environment:

- A diverse international community;
- On-site refreshment facilities including beans-to-cup coffee machines;
- Company treats and events every month;
- Employees led charity events;
- Big company Christmas party and other seasonal treats;
- Free car parking;
- Modern, spacious offices with air conditioning.

Core Benefits:

- A competitive salary which will be reviewed annually;
- 22 days paid holiday plus Bank Holiday, increasing to 25 days after 2 years of service;
- Pension scheme (Auto-Enrolment);
- Exclusive perks and big discounts through Perkbox.

Additional Benefits

- A super service reward scheme for 1 year, 3 years, 5 years, 10 years and even beyond. You can expect to choose from extra holidays, shopping and theatre vouchers, cleaner and gardener for a year and many other rewards;



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- To celebrate 1-year service you and a guest will be treated to a 3-course meal at a top local restaurant;
- Employee referral scheme: receive £1,000 for introducing a new employee;

* Please be aware a full pre-employment background check is required for this position

**This ad is not intended to discriminate in anyway



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