

Account Manager

Location: Priory Business Park, Bedford

Salary: £30,000 - £35,000

Hours: Full Time

The Company

Verifile Limited is the UK's leading provider of global CV verification and background screening services. We provide a comprehensive range of screening services to help our clients verify vital personal, professional and educational facts about each candidate, before making a recruitment decision.

An opportunity has been identified for an Account Manager to manage the accounts of Verifile's clients, delivering support and guidance over the full client life cycle. With demonstrable experience in account management, both liaising successfully with external clients and establishing effective working relationships, you will set up new client accounts in accordance with the needs of their business and ensure Verifile consistently provides an excellent customer service that acknowledges and reflects the client's specific expectations and evolving requirements.

As a highly professional, articulate and perceptive individual, you will conduct regular review meetings, whether face to face or conference calls with clients, ensuring our business is working closely with the client and ensuring our clients are fully aware of our services and potential of the Verifile system. The role is pivotal within the business identifying and driving improvements to enhance customer experience.

Role Overview:

The Account Manager will have the following key responsibilities;

- Deliver sales tenders to potential clients, demonstrating the online Verifile background screening system and explaining how it can benefit their business
- Understand the unique requirements of both prospective and existing clients, and provide tailored advice with regards to best practice background screening methods and the different levels of client packages offered by Verifile
- Set up new client accounts by processing the relevant documentation
- Respond to enquiries from both prospective and existing clients, clarifying any queries regarding background checks and suggesting how the Verifile system can be utilised to its full potential and work in a streamlined and efficient manner for all parties
- Review and update policies to ensure the most efficient and relevant service is offered to the client
- Proactively schedule review meeting with clients in order to keep them updated on background screening orders and ensure satisfaction with Verifile's services
- Produce and analysis management information, share with clients as part of their reviews and make recommendations to improve performance.
- Document and record all correspondence with clients within our CRM system.
- Proactively identify opportunities with existing clients to improve the screening service provided by Verifile and ensuring client screening packages are consistent with industry best practice
- Update the Head of Account Management & Sales and Operations Director on feedback received from clients and report process failures or training issues
- Identify and implement improvements to the client management service offered by Verifile

Skills & Experience Required

- At least 3 years' experience in Account Management environment, not necessarily related to background screening services, as full training will be given.

- Experience in recruitment, banking or insurance sectors would be advantageous but not necessary
- Able to demonstrate experience in establishing effective working relationships with external parties
- Experience in a customer service or sales related environment
- Organisation and interpersonal skills and the ability to be diplomatic and tactful when communicating with clients
- Presentation skills and attention to detail
- Perceptive individual able to understand client requirements and offer the appropriate guidance and support
- Proactive individual keen to improve the client experience and establish an effective working rapport
- Confident and professional manner
- Initiative and problem-solving skills
- Good computer skills with experience of using email, internet and Microsoft 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
- A stimulating, knowledge-based environment
- 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
- Green open space with outdoor seating
- Environmentally friendly policies
- Free car parking
- Modern, spacious offices with air conditioning

Core Benefits:

- A competitive salary which will be reviewed annually.
- 23 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.
- 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!
- Summer and Christmas events.

Diversity

Through diversity, we aim to create a culture in which everyone can work together harmoniously with dignity and respect and realise their full potential.

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

** This ad is not intended to discriminate in anyway

Job Type: Full-time