



Job Title:	Account Delivery Manager	Position Type:	Permanent, full-time
Location:	Melksham	Grade:	M
Department:	Customer Services	Closing Date:	19/04/19
Job Description:			
Purpose of position:	The customer champion, responsible for developing, aligning and achieving the KPIs and objectives of Customer Service delivery for several assigned accounts in line with the KBRS Customer Service Strategy initiatives.		
Training / education:	<ul style="list-style-type: none"> • Bachelor / Degree qualified. 		
Professional experience and / or qualifications:	<ul style="list-style-type: none"> • HND / Degree, professionally qualified or QBE. • Customer Service and / or Account Management of high value customer accounts across a range of services/products. 		
Additional skills and requirements (IT, languages, extensive travel, etc.):	<ul style="list-style-type: none"> • Suited to an experienced, proactive, commercially aware management professional with the necessary vision, practicality, strength of character & powers of persuasion to set & achieve short/medium/long-term goals. • Demonstrate appropriate levels of authority & maturity, & the emotional intelligence & imagination required to maintain the profile of the role across the company & drive to objectives. 		
Financial responsibility:	N/A		
Key indicators:	<ul style="list-style-type: none"> • Delivery in line with Customer SLA/KPIs. • Delivery in line with Customer Service objectives. • Achievement of proactive Customer satisfaction KPIs. 		
Responsibility for personnel:	N/A		
Indicative main responsibilities / duties (5-9 key outputs):			
<ul style="list-style-type: none"> • Agree with customers, maintain and report overall performance objectives (KPIs) to provide clear guidelines and focus for delivery of business objectives. • Proactive external communications relating to all aspects of services offered by KBRS which are relevant to the customer - liaising with customers on a daily basis, forging strong and long-lasting relationships. • Co-ordinate Customer Service with internal departments (Engineering, Marketing, Finance, Quality and Business Streams and Process Improvement) to achieve KPIs, LTSA, SLAs, contract obligations, price lists agreements or service commitments. • Develop and maintain a schedule of service reviews and QBRs in collaboration with the customer. • Dissatisfaction Complaints receiving, corrective actions, administration and reporting. 			

- Identify opportunities to improve services or develop new services to meet the needs of the customer, working with KBRs internal departments and key roles to achieve the objectives.
- Support the sales department with customer information, identification of new or developing commercial opportunities and collaborate on new bids.
- Suited to an experienced, proactive, commercially aware management professional with the necessary vision, practicality, strength of character & powers of persuasion to set & achieve short/medium/long-term goals.
- Demonstrate appropriate levels of authority & maturity, & the emotional intelligence & imagination required to maintain the profile of the role across the company & drive to objectives.

Applying for this position:**By email:**

To apply by email, please send your CV and Covering Letter to: recruitment.resmlk@knorr-bremse.com.

Please include the '**Job Title**' in the email subject.

Please note that roles may close earlier than specified should we receive sufficient applications prior to the written closing date.