

**WE ARE NOW RECRUITING AN
EXPERIENCED ACCOUNT DIRECTOR TO
JOIN OUR GROWING TEAM**

ACCOUNT DIRECTOR

The Account Director is responsible for managing existing key clients, maintaining a long-term relationship, maximizing customer experience and growing client portfolio revenues.

Key responsibilities:

- Own ultimate responsibility for successfully delivering “existing customer” revenue growth objectives, including retention of existing customer contracts
- Thoroughly understand the fundamentals of the client’s business
- Build long-term relationships with key clients
- Grow the client portfolio revenues
- Maximize customer satisfaction and customer experience
- Manage and influence senior-level client and partner network contacts and maintain positive working relationships
- Manage / oversee day-to-day activity of key client account projects
- Proactively manage customer contracts, including contract extensions
- Constantly seek to expand on new business opportunities within your client base
- Update and maintain all information for its assigned accounts in ECSinsights (CRM)
- Thoroughly understand and stay abreast of the fundamentals and trends of facilities management
- Work inclusively and independently within a fast-paced and international team environment
- Set the precedent for excellence through leading by example

Candidate Profile:

- Bachelor's degree in business or related field, Master's degree preferred
- 5 - 10 years experience in Pan-European account management
- Strong background in the service industry, preferably in facilities management
- Previous experience working within a consultative selling role
- Extensive experience in request for proposal / bid management
- Be an exciting and engaging presenter
- Experience at a similar level or at a Junior Account Director level
- Demonstrable ability to form and grow client relationships at every level
- Ability to work independently (remotely) as well as part of a team
- Pro-active approach
- Results orientated approach
- Enthusiastic
- Ambitious
- Fluent in English (in writing as well as verbal), and preferably French / German

Key Skills:

- Excellent project management and problem-solving skills
- Effective consultative selling and negotiations skills
- Excellent communication and report writing skills.
- Ability to communicate effectively at all levels and be credible
- Sufficient gravitas to challenge constructively and to influence
- Excellent team worker with ability to build successful and productive relationships
- Ability to work in a team or independently as circumstances dictate
- Excellent Microsoft Excel – Word - Powerpoint skills

Work Location:

- Anywhere in Europe - home office or Shareholder locations (to be agreed)
- International travel: 40% travel may be required

Please submit your application to careers@ecsynergy.eu

***only candidates with valid EU working permits may apply**