



Job Description

Client Support Executive

Exeter, EX1 1QR

Permanent Contract

£21+ per annum, OTE £25k

Reports to: Commercial Director

The Role

As a Client Support Executive you will assist and provide support to our Account Managers in their day to day role. You will build and manage relationships with our clients under the guidance of our Account Managers. You will contribute to the strategic direction, growth and success of these clients' campaigns and you will provide vital support in the planning and organising of client strategy and review meetings. You will look to assist in seeking potential new business opportunities with these clients.

You will uphold company values and be responsible for assisting with achieving company goals and targets. You will also be responsible for building strong relationships with the Account Managers and our Sales floor, ensuring a seamless experience for our clients.

You will be valued, challenged, rewarded and you'll have fun in this fast-paced environment.

Responsibilities:

- Perform internally focussed tasks to support the Account Managers.
- Ensure that clear and timely reporting are provided to clients.
- Assist Account Managers with administrative tasks.
- Provide campaign analytics and performance data to the Account Managers.
- Make proactive suggestions as to how performance or strategy can be improved across our Clients' campaigns.
- Assist Account Managers with setting up new client campaigns and lists.
- Ensure our Client Management plan is adhered to.
- Ensure client invoicing details are communicated.
- Plan and manage client review meetings with the Sales Floor.
- Communicate campaign changes to the sales floor and ensure change is managed effectively.

- Build a robust relationship with the Account Managers to ensure continuity across the business
- Effectively manage own time.
- Manage accounts and provide cover where requested to do so.
- Provide exceptional customer service to our clients.
- Develop strong, long term trusting relationships with colleagues and clients.
- Be able to deliver informative and accurate presentations .

COMMISSION POTENTIAL

- **COMMISSION TBC**
- All commission is discretionary.

Requirements

Essential

- A positive and optimistic outlook
- High levels of professionalism
- Comfortable working on administrative tasks against deadlines
- Great written communication skills
- Ability to work under pressure, in a fast-paced environment.
- Exceptional relationship building skills (whether it be over the phone or face to face)
- Competency using Computers and Microsoft products (Outlook, Word, Excel etc.)

Desirable

- Previous experience of managing clients .
- A proven track record of delivering results.
- A strategic, analytical and critical way of thinking.
- A comprehensive understanding of sales metrics and performance.
- Excellent communication and negotiation skills.
- Ability to deliver engaging presentations.
- Experience in being involved in building sales and marketing strategies that have proven successful.
- Experience with a CRM software.

Client Support Benefits:

- Competitive salary plus additional commission
- Continuous development support
- Social office environment with regular paid company social events
- Monthly and quarterly team and individual incentives
- Regular 121's
- Weekly Company catch up
- Healthy working environment with refreshments provided
- Weekly fruit delivery
- Monthly company lunch

- Wellness program

To apply, please send your CV along with a covering letter to careers@air-marketing.co.uk