



Job Description

DEPARTMENT: Energy

JOB TITLE: Renewals Account Manager

SALARY: OTE £50k

Probation: 3 Month

Looking to thrive in 2025?

We need a motivated, enthusiastic and positive sales account manager to join our energy renewal team. Would you like to be part of an innovative business that has been in the industry for over 14 years?

Job description

The successful candidate will be the primary owner for an assigned group of top client accounts. Working closely with clients to identify needs, ensuring they are receiving maximum value from our services.

Building strong and trusted relationships and be responsible for retention and generating growth.

Rewards for your success are huge!

Your role and responsibilities will be:

- Managing and nurturing existing customers (Retention) and retaining the existing customer base which will be allocated.
- Winning sales opportunities by cross selling/ upselling and renewing contracts.
- Keeping knowledge up to date using up to date market/product information.
- Present unique solutions which save our customers time, money and reduce their carbon emissions, building pipelines and managing pipelines.
- Ensure that the churn on business is kept below 5%.(monthly) ensuring that retention of customers is
- Forecast Daily/ Weekly/ Monthly on sales and pipelines.
- Develop and maintain trusted relationships with customers, ensuring you are keeping contact with customers and growing your base for renewals.
- To adhere to the sales compliance rules at all times – all sales are generated in line with our quality standards.
- Ensure complaints and issues are handled in a timely manner with a resolution for the customer.



- Attention to detail and managing multiple tasks keeping the customer and business at the forefront.
- Ensure the CRM is updated with accurate information at all times
- A self-starter with the ability to motivate themselves with minimum supervision.
- Delivering outstanding customer service
- Excellent communication skills, listening and closing skills
- Ability to handle pressure of targets and deadline
- Be able to speak to suppliers to negotiate keener pricing to retain business.

Preferred skills will include:

- Self-Motivated and target driven and a proven track record
- Significant outbound sales experience. Within the energy industry in an outbound sales role is essential
- Exception closing skills and objection handling skills
- Work on your own initiative and part of a team to achieve targets.
- Knowledge of Microsoft packages including- Excel, Word, Outlook, Power point & CRM
- Able to adapt to change
- Minimum of 2 years' experience within the energy industry (Broker/Consultancy Specific)

Benefits:

Competitive basic salary plus uncapped commission OTE Year 1 - £50k Year 2 - £75k

Great incentive schemes including early finishes on Fridays

Company Pension

Free Parking

Additional annual leave purchase available

Working with industry professional in a vibrant and fun/ friendly environment