



## Account Manager (Maternity Cover)

**Location:** Kidderminster Head Office

**Job type:** Account Management

**Salary:** negotiable depending upon experience

**Ref:** AMMC0319

**Hours:** 37.5 hours per week, Monday to Friday 08.30 -17:00

Avensys UK Ltd offer bio-medical equipment engineering service solutions, including:

- Maintenance and Repair: bio-medical, dental and endoscopy equipment
- Resale: ethical resale service for surplus equipment, plus sale of new and reconditioned medical equipment
- Training: bio-medical equipment training

As our Account Manager you will act as the first port of call for customers, managing their accounts effectively and to be their technical support experts with our engineers operating nationally.

### **Job responsibilities include but are not limited to:**

- Customer liaison consistently via phone and email
- Planning of maintenance and service visits
- Booking in of service jobs, including contacting the customer, arranging the paperwork
- Follow ups to service visits, including booking in of repairs, completing post maintenance reports
- Booking in of reactive maintenance and repair calls, on site and in the workshop, making sure all logistics are effective
- Answering customer queries over the phone and by email
- Database management
- Auditing ongoing work of the engineer including assets and job cards
- Pulling data for monthly diary planning
- Liaising with engineers
- You will be required to carry a pager and be on an on-call rota as agreed with the Office Manager
- Compiling and reporting on KPI's for contract review meetings and attending customer meetings
- Ensuring KPI's are met to ensure customer expectations are maintained

### **Experience and skills required:**

- Customer Service experience
- Ability to build and maintain relationships
- Comfortable in a high-pressured environment
- Motivation to exceed themselves and achieve KPI targets
- Multitasking, prioritising, planning and time management
- Excellent communication skills
- Confident in problem solving
- Computer Literate
- GCSE level Maths and English
- Team player with the hope strive forward



**Closing Date:** 25 April 2019

We are committed to ISO 9001:2015 QMS and ISO 13485:2016 standards.

To apply please email your CV and covering letter to the HR Team at: [hrteam@avensysmedical.co.uk](mailto:hrteam@avensysmedical.co.uk)

Due to the popularity of some positions, we reserve the right to close the vacancy early on receipt of sufficient applicants.