



Job Description

Date of Description: July 09

Role title: Client Services Manager – AMT

Reports to: US: Regional head
UK: Business manager

Direct reports: None

Budget Holder Yes No

Location: UK and US



Purpose of the role:

To actively manage the relationships and activities with existing and new clients. To professionally represent AMT and its clients and raise the profile of Matchett in the market place. Identify new business opportunities and leads and pass to relevant business manager/instructor. To manage the administration of all communication and training events with clients.

Responsibilities:

- Build client relationships
- Learn and understand the complete range of AMT products from in house training courses to AMT Online
- Discuss and understand customer training and support needs and recommend solutions
- Recognise further opportunities and get involvement of relevant business manager/instructor
- Deliver first class customer service
- Send out any requested information
- Follow up on information sent to clients
- Tracking of new leads and sending of initial information
- Effective project management of all training programs
- Keep accurate records of all contacts and information sent, including agreed deliverables
- Maintain account and opportunity updates on the CRM system
- Assist with tenders/outlines
- Production of monthly, quarterly and annual analysis and sales reports with accuracy of data checked against CRM
- Ensure training events are correctly scheduled
- Ensure all logistics information is agreed with the client and recorded appropriately and responded to by the AMT system
- Ensure all materials are delivered to the client in a timely and efficient manner
- Ensure that the instructor has all available information to deliver an excellent training event
- Ensure that feedback is collected from client following a training event
- Ensure that invoices are checked and accurate before being sent to the client
- Ensure that all services delivered to the client are invoiced

Critical Skills required:

- Ability to write professional client correspondence
- Professional relationship and communication skills
- Ability to manage the deliverable time line for training events

Critical Knowledge required:

- Knowledge of all Microsoft systems
- Knowledge of AMT products and services



**Critical Behaviours
required:**

| Please refer to the Matchett Behavioural Framework | | | | | |
|--|------|---------|---------|---------|---------|
| Behaviour | | Level A | Level B | Level C | Level D |
| Professional | Ex | | X | | |
| Results Orientated | Ex | X | | | |
| Customer Focus | Res | X | | | |
| Building Relationships | Res | | X | | |
| Commercial Awareness | Inn | X | | | |
| Developing Self and Others | Inn | X | | | |
| Teamwork | P | X | | | |
| Managing and Leading Others | P | X | | | |
| Managing and leading change | Flex | X | | | |
| Integrity | Int | | X | | |



Personal Profile

Qualifications Required:

Essential:

- Good general education, including GCSE level (or equivalent) Degree or equivalent experience

Desirable:

- Minimum 2.1 degree result or equivalent

Experience Required:

Essential:

- 2 years administration experience
- Proven face to face and telephone communication skills

Desirable:

- Some client management experience

Personal Qualities

Essential:

- Smart, business-like appearance
- Quickly builds rapport and trust
- Positive, enthusiastic, outgoing
- Strong attention to detail
- High energy
- Self-motivated achiever
- Highly organised
- Excellent telephone manner
- Good listener
- Analytical – quick thinker
- Quick learner
- Ability to accept criticism and deal with stress and pressure
- Team worker
- Able to work independently
- Desire to succeed
- Strong Microsoft product skills