

Job Overview:

Service Account Manager

Job Title: Service Account Manager	Location: King's Cross, London.	Company: Gratte Brothers Security Management (GBSM)
Reporting to: Operations Manager - Service		

Job Purpose:

The position of Service Account Manager for Gratte Brothers Security Management shall be responsible for the management of designated clients and their associated service accounts/contracts and system upgrades. This position shall also act in a supervisory role to the service department with respect to technical and operational support, and guidance of the service delivery to the company client base.

The post-holder will have experience in service and project installation management and possess the abilities to resolve day-to-day issues arising on service contracts and projects that they are responsible for, without the intervention from more senior members of the company.

The successful candidate will also possess the skills to control all aspects of delivery in terms of enforcing company and client procedures, system designs, maintaining project communications both written and verbal, problem solving, control of labour and co-ordination with all members of the project teams.

Key Areas of Responsibility:

- Organise and attend monthly or regularly agreed meetings with clients and/or their representatives to conduct full performance reviews of our service/delivery.
- Regular supervision and management of the Service Engineers with regards to progress, issues & concerns.
- Produce and issue monthly/annual client reports incorporating KPI statistics, engineer performance, relevant issues & concerns, legislation impacts, H&S statistics etc.
- Manage and supervise service desk with regards to performance and technical issues.
- Manage and supervise Service Engineers' performance and quality and regularly report and review any issues with the Operations Manager.
- Produce and issue quotations for service contracts, system additions, upgrades and replacements.
- Produce and issue quotations for small works associated with service contracts.
- Maintain and issue engineer skillset information to company. This will involve the regular monitoring and updating of all service engineer skills and abilities, training and certifications and updating the personnel datasheets.
- Ensure that reliable and informative written and verbal communication is issued regularly both internally and to clients and/or their representatives.
- In liaison with Gratte Brothers | Design & Coordination, provide service engineers with appropriate technical support on equipment, systems and fault finding.
- In liaison with Gratte Brothers | Design & Coordination, provide clients and/or their representatives with surveys and operating reports in respect of their premises and suitable recommendations as may be required.
- Ensure that all company obligations are complied with in respect of Health & Safety, RAMS and any client specific requirements.
- Provide support to the Regional General Manager during times of holiday or absences from work.
- Liaise with Gratte Brothers' Estimating Department regarding quotations, equipment specification and any commercial considerations pertaining to service contracts as required.

- Manage delivery of systems or part installations on service contracts.
- Manage handover of systems or part installations to client and/or their representatives.
- Manage the delivery of specific small works projects as instructed.
- Ensure that all works, processes and actions undertaken by the Service Engineers are in accordance with company, client and legislative procedures and standards.
- Advise and make recommendations for improving the standard of service and installation provided to the client base.
- Attend monthly contract review meetings and provide reports and statistics on performance as required highlighting any issues or concerns.
- Responsible for the financial management of client accounts in accordance with company procedures.
- Negotiation of service contract renewals with clients and/or their representatives encompassing system coverage and pricing (in liaison with Regional General Manager).
- Identify, organise, and manage training requirements for Service Engineers.

*This is a broad overview of the position and does not encompass all aspects of the role.
Gratte Brothers are an equal opportunities employer and welcome applications from all.*

Attributes & Skills:

- Organisation: you will need to maintain and issue information accurately, to the right stakeholders.
- Communication: clear, concise and confident communication skills are a must.
- Approachable and friendly professional manner.