



Account Manager – Job Description

Location: Wallington, Surrey

Hours: Full time

EIC Partnership is an energy solution consultancy whose core product offering is gas and electricity supply contract procurement for the small and medium-sized business universe. Working in partnership with many of the top energy suppliers, EIC Partnership operates across many sectors helping business customers save money on their gas and electricity bills by either finding them the best deals, or helping them to be more energy efficient.

The successful candidate will receive training to develop an understanding of energy charges and billing elements and will work alongside our team of Client Relationship Managers to investigate queries.

This role would suit a recent graduate looking to begin a career in the energy industry. Progression opportunities are available in different areas of the business.

Key Responsibilities:

- Coordinating with the Bureau Services team managers, team leaders and members within it to ensure all invoice validation and bureau services are completed for clients
- Representing the company in client, supplier or management meetings or calls with or in absence of ERM
- Delivery of new related products or projects
- Updating and issuing of clients' reports within strict deadlines
- Managing deadlines and ensuring communication of any deviations from agreed deadlines
- Ensuring queries are raised with the supplier and followed up until resolved, reporting back to the client once complete via Zendesk ticketing system
- Accurately updating the database with site, meter and contract information, and consumption data
- Investigate and resolve anomalies within large data sets
- Liaising with internal teams, pricing and ERM's to update client queries
- Preparing utility reports for key stakeholders with the SLA's outlined by contracted clients
- Resolving complex supplier and customer queries

London

Monarch House, 7-9
Stafford Rd, Wallington,
SM6 9AN

020 8836 3535

info@eic.co.uk

Birmingham

3 Brooklands, Moons Moat Dr,
North Moons Moat, Redditch,
B98 9DW

01527 511 700

info@eic.co.uk



- Provide accurate and timely reports to help clients manage their utilities
- Provide technical knowledge and support to clients
- Liaise with finance over outstanding payments and budgets
- Assist with special projects for the client

Skills and Experience Required:

Essential:

- Excellent communication skills
- Strong IT skills, especially Excel
- Experience of providing excellent customer service

Desirable:

- Knowledge of Salesforce or Zendesk
- Experience of managing a multi-site energy portfolio
- Strong energy industry knowledge within billing

How to Apply:

To apply for this role, please send a copy of your CV to jobs@eic.co.uk.

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