



Executive Relationship Manager – Job Description

Location: Wallington, Surrey

Hours: Full time

Salary: Competitive industry standard - negotiable as per experience

EIC Partnership are a forward-thinking utilities consultancy, with 50 years' experience of helping business clients take effective control of their energy, water and waste – lowering their bills, saving them time and contributing to a more sustainable future.

The successful candidate will be the face of the business, responsible for managing a portfolio of new and existing client accounts. You will support and oversee end to end delivery for the contract, setting up and arranging overall strategy, reducing energy usage against pre-set targets and identifying opportunities to upsell. You will be expected to keep up to date with energy industry legislation and market data and attend client meetings.

Key Responsibilities:

- Maintain and develop new and existing client relationships, optimising quality of service and customer satisfaction
- Creation of energy tenders and management of the overall process
- Manage product/service mix, pricing and margins according to agreed commercial targets
- Monitor and receive information on market activities and provide relevant reports and information to clients
- Communicate and negotiate with suppliers to ensure sustainable relationships through positive tender responses
- Business development including contract renewals, selling of additional services, bringing in new sales leads, responding to and following up on sales enquiries
- Line management of an Account Manager and Energy Auditor

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



Skills and Experience Required:

Essential:

- Experience in client account management
- Knowledge of the energy supply market with specific experience of leading the delivery of utilities services
- Strong stakeholder management skills with the ability to engage effectively with stakeholders at all levels
- Excellent communication skills, both verbal and written
- Strong sales and negotiation skills to upsell and introduce new services and packages to existing clients
- Commercially astute
- Able to resolve queries and disputes with clients and suppliers
- Experienced leader with the ability to delegate and manage across systems and departments
- Excellent presentation and interpersonal skills with good attention to detail

Desirable:

- Knowledge of Salesforce
- Full UK driving licence
- Previous experience working with energy suppliers
- Experience of working with multi-site accounts or in the public-sector space

How to Apply:

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

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