

Role Description

Title: Account Executive

Reporting to: Account Director

To: Support the Account Management team with administrative tasks and the daily management of client accounts by responding to client questions and supporting on client and internal briefing requirements.

In a way that: Is client and service focussed. Delivering its services so that client feedback is exemplary.

So that: Woods Valldata has a sector leading client services offering, which is proactive, efficient, and acknowledged as sector leading. To ensure customer and internal feedback is exemplary.

Key priorities:

- **Campaign management** – delivery of campaigns on time and to client and internal expectations
- **Client retention** – by offering proactive, exemplary service standards to all clients
- **Query resolution** – setting sector standards for both quality and speed

General priorities:

- Support the Account Director as required in and around the following areas;
 - System, data and physical security within the department
 - Health and Safety of all departmental areas
 - Compliance with PCI and GCRTS and other relevant standards
 - Continuous improvement initiatives
 - Supplier management of ticketing system, Zendesk
- Participate and take an active role in meetings, offering opinion, and helping lead debate
- Work closely and collaboratively with the other Client Services' teams and Commercial team
- Ensure that all working practices are carried out within agreed standard operating procedures
- Document ways of working and ensure the relevant documents are maintained and updated as appropriate

Departmental priorities:

- Acknowledgment of client queries within 24 hours of receipt and solutions provided within agreed timeframes
- Creation and maintenance of client and internal schedules
- Receipt and distribution of data file notifications from clients and third parties in preparation for import
- Campaign set up and briefing support to the Account Management team
- Management of raffle draws
- Investigation and resolution of queries and incidents raised by clients and internal teams
- Resolution of tickets raised using business tools e.g. DAT, Contact Manager, data extraction tool, reporting portal
- Client and internal training on business tools i.e. Zendesk, Contact Manager and DAT
- Archiving of client sample packs
- Monitoring of client stock levels and ordering when required
- Generating client campaign and banking reports

- Generating monthly billing reports for invoicing
- Calculation of end of campaign costs and addition to the database
- Submission of Gambling Commission Returns information to clients
- Maintaining Royal Mail Freepost information
- Website briefing and testing
- Setting up and suspending user access and other maintenance relating to Zendesk and FTP site
- Review of weekly/monthly SLA performance for the clients within the team and escalation of any service provision issues or concerns to the appropriate Account Manager
- Reporting on Zendesk statistics for client quarterly review meetings and management meetings
- Organisation and co-ordination of meetings for clients as required
- General administration in relation to client accounts
- Ensure that all working practices are carried out within agreed standard operating procedures

Whilst particular reference is made to the above procedures it is a stipulated requirement that an awareness and compliance is necessary with all relevant Woods Valldata Policies and Procedures.

Skills and experience:

- Excellent interpersonal and communication skills - able to converse comfortably with all levels of staff and clients, including over the telephone and face to face
- Client-orientated with a clear understanding of the business environment and the Company's goals
- Accustomed to multi-tasking, working to deadlines and effectively prioritising work with competing deadlines
- Aptitude for problem-solving and logical thinker
- Strong computer literacy
- Exceptional attention to detail
- Reliable, organised, self-starter who consistently meets deadlines
- Ability to remain calm and measured in pressurised situations
- Able to work independently and as part of a team
- Comfortable working with evolving processes and procedures