

Major Account / Corporate Move Manager International/Domestic

Division: Wridgways
Department: Sales
Reports to: Branch Manager

Overall Purpose Of The Job

- To promote Wridgways and its move management services to the corporate and government relocation markets in order to grow established clientele, obtain new business from or via them and ensure all current and future clients are provided with the very best move management and associated programs available.
- To carry out general sales department duties, administrative activities and provide general advise, assistance to staff and provide customers with advise and general removal services.

Primary Duties & Responsibilities

- Personally manage the relocation process for each individual client and ensure all expectations are achieved and needs satisfied within account and/or Wridgways policies, requirements and financial limitations.
- Assume responsibility for and manage major client relationships in order to ensure continued custom while also expanding product usage and spend by those clients.
- Input and record details of activities on mainframe and corporate data bases ensuring quality records and history is available to accounts and/or individual clients either by manual extraction, data reports or by use of corporate web pages.
- Liaise with current domestic and international agents to build and develop improved profitable relationships for Wridgways.
- Implement an after sales follow up process for all accounts and clients within your portfolio and record all feedback on the corporate data base on an individual basis. This will include provision of and collection of Customer Satisfaction Surveys.
- Maximise the revenue potential of all accounts within your portfolio.
- Produce invoices with supporting documentation, for both internal and external clients, and ensure payments are received within agreed credit terms.
- Provide clients with accurate reports and mobility data as required and ensure these are available and accurate on a daily basis via timely and accurate data entry into the 'corporate date base'.
- Take and attend to general sales enquiries and carry out any duties or tasks emanating from such enquiries.
- Carry out client visits and PR calls.
- Provide leadership, guidance and advise to other staff and team members as necessary.
- Attend functions, promotions and meetings as required or necessary.
- Assist and take a leading role in the induction and training of new sales staff and employees.

- Facilitate prompt processing of client insurance claims whilst ensuring minimisation of direct costs/reimbursement to client by Wridgways.
- Develop and implement a data base of clients who will receive items such as Birthday cards, Christmas cards and newsletters.

Skills Essential to the Job

- Complete knowledge of removal and transport businesses.
- Complete knowledge of import/export removals.
- Proven performance in developing large accounts into solid trading partners.
- Understanding and compliance to Wridgways operating procedures and policies.
- Costing and financial understanding.
- Able to initiate pro-active responses to issues.
- Complete understanding of insurance processes.
- Strong technical skills in sales and relationship selling.
- Sound understanding of Wridgways logistics and operating systems.
- Understanding of the Companies customer service objectives.
- Ability to communicate at all levels.
- Able to convey clear concise details both verbally and in writing.

Qualifications Preferred

Secondary	Year 12 or equivalent
Tertiary/TAFE	Certificate of Business Management
Professional	Memberships as approved from time to time
Licences	Current License to drive a passenger car
Other	