

# ACCOUNT MANAGER



## The Company

We are a commercially minded, dynamic and entrepreneurial business maintaining the highest level of integrity in all our working relationships. We pride ourselves on service excellence, offering legal expertise and friendly assistance for clients and referrers looking for advice.

We are enjoying huge growth driven by our talented employees; who are passionate and willing to go that extra mile to give fantastic service. The ideal individual will want to be part of our success, want to make a difference by bringing exciting ideas and who aspire to develop themselves.

The common thread amongst all Partnership staff is a commitment to exceed client expectations and ensure that we continue to provide the best service on the market.

## The Role

Our rapid growth means that we are always looking for account managers who love talking to potential clients and explaining how we work. The role does not involve any aggressive selling, but a patient and friendly approach to explaining to clients how the conveyancing process works and ensuring that they understand what puts us ahead of our competitors.

In addition to talking with clients, sending out quotes and following up on calls, you also have the responsibility to liaise with our referrers, typically estate agents, to get feedback on the transaction and ensure that everyone is kept happy.

Our people are chosen very carefully not only for their experience, but also for their natural ability in encouraging and supporting their colleagues; with an innate desire to do the best that they can. They take pride in everything they do and in what we stand for. We promote a harmonious working environment and place emphasis on having fun whilst working hard.

## What we are looking from you

- Cheerful and friendly, a calm and professional disposition
- Exceptional telephone manner and a willingness to go the extra mile for our clients
- Meticulous attention to detail with sound prioritising and organisation skills
- Keen to work collaboratively as part of team
- Self-motivated and enthusiastic
- Able to work under pressure and hit targets and deadlines
- Able to use initiative and think creatively; we want people who look to improve the way things can be done
- Confident with IT systems, excellent communication skills both written and verbal

*Progression: We won't stop you from being ambitious or wanting to develop yourself, in fact we encourage it. If you want to advance your career, The Partnership will help you do that. We are a young company and want exceptional candidates to grow with us and be a part of our future.*

## Benefits

- 23 days' holiday per annum (plus 3 allocated days at Christmas)
- BUPA Cash Plan benefits
- Childcare vouchers
- Social events arranged quarterly
- Free fruit, fizzy drinks, biscuits, orange juice and chocolate!