

Job Description

Job title	Strategic Accounts Director	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

Accountable for the strategic interpretation of chosen accounts to shape our delivery to increase volume and profitability.

KAM lead for EMCOR and engage in all company related KAM activity.

To directly engage with customers to deliver maximum business growth and service expansion for EMCOR UK

Ensures service delivery to agreed customer KPIs and satisfaction levels.

Seeks growth in all allocated areas well as supporting new business acquisition

Proactively manages compliance with company processes and policies, including H&S, HR, QA etc.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

Provide effective safety and cultural leadership through visibility and actions at all times to EMCOR UK employees

Help to deliver EMCOR UK annual incremental growth of both revenue and EBIT / Sales % from contractual obligation

Manage the relationship integration between business units.

Engage at senior level within EMCOR to understand their landscape and Interpret into tangible actions for the business

Actively deploy services to all available accounts within EMCOR

Effective Management of all allocated service accounts

Management accountability for customer service performance.

Regular customer engagement to ensure the appropriate level of 'hierarchical matching' Constantly review and challenge KAM plans to all selected customers

Create and maintain EMCOR KAM plan

Focused on retention and expansion of existing business relationships, increasing the value to EMCOR

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UK from existing contracts through identification of cross-selling opportunities for development by BDMs and managing the development of new business opportunities.

Provide thorough understanding of customers' business activities and service needs.

Provide sound information and advice to customers on EMCOR services.

Able to identify and effectively resolve service delivery problems and maintain business relationships.

Manages team service delivery targets (customer KPIs and satisfaction levels).

Manages team business performance in relation to targets (e.g. budgeted revenue, gross margin, operating profit, growth and trade debtors targets).

Management of Health, Safety, Security, Environmental and Technical Compliance issues that affect customers and employees.

Accountable for own development plan for continuous improvement of competences in relation to the EMCOR career development program.

To ensure that all operatives within reporting cost centres have an annual appraisal and mid year review.

Provide strategic detail to assist business unit and overall EMCOR 5 Year Plan is achieved.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

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Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

Experience in general business management, preferably in a business service environment

Knowledge of customer operations, business drivers, financials and specialist sources of information, where necessary gained by working the customers' Industry sector.

Good understanding of customer service principles

Ideally qualified to HNC/degree level in engineering, commercial management, business administration or facilities management.

Job Description

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	