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TELEPHONE ACCOUNT MANAGER - LIQUEFIED PETROLEUM GAS (LPG)

As part of the Forward Agenda, BP has established a Business Service Centre ("BSC") in Budapest which, subject to relevant country consultation, will provide Finance, Customer Service and Operational Procurement services to all Refining and Marketing ("R&M") businesses in Europe. The Customer Service function within the BSC will be the centre of expertise for BP's R&M businesses, delivering excellent customer service to our Business to Business (B2B) and Consumer markets. The BSC will handle a varied range of Order to Cash and other customer support activities. Our Customer is at the heart of all we do and our customer service employees are responsible for providing excellent customer service on behalf of our European and Global businesses.

BP has long been the largest provider LPG into the UK through its supply points at Grangemouth, Coryton and Avonmouth. BP LPG UK has a large and varied national customer base including domestic, commercial, industrial and agricultural users of bulk LPG, bottled LPG and autogas.

For the newly established team we are looking for a

Telephone Account Manager - Liquefied Petroleum Gas (LPG)

This role encompasses all activities supporting the customers' relationship with BP. It also involves an element of Customer Service. The position will require proactive calls/call planning to the customer base, ensuring that BP develops the relationship with the customer to mutually explore all order and trade up opportunities in order to generate incremental value to the customer and the business. The successful candidate will have a thorough understanding of the end-to-end processes; from order placement to understanding deliveries and supply chain processes through to cash collection.

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KEY RESPONSIBILITIES

Telephone Account Management Activities - approx 50% of the role:

- Develop accounts ensuring all financial and commercial objectives are met and customer's requirements / expectations are met and ideally, exceeded. Working closely with the Customer Services and Sales teams to ensure continuous improvement and an excellent level of service is provided to these accounts at all times. Key Performance Indicators and targets will be set for both Customer Services and Sales
- Establish and implement call plans for the portfolio of customers to ensure that customer contact is pro-actively managed and order opportunities exploited.
- To pro-actively manage all activities for a defined portfolio of accounts for which a regular call from a field based sales personnel is not required.
- This will require day to day customer account maintenance and management, placing orders, negotiating pricing, handling account queries, dealing with customer feedback, monitoring credit and building an intimate relationship with a defined portfolio of customers.

Customer Service Representative Activities - approx 50% of the role

- Carry out customer service responsibilities - e.g. responding to calls from Platinum, Gold & Silver Customers First point of contact for BP telephone based enquiries, from LPG Bottle and Bulk customers.
- First point of contact for any written form of enquiries from LPG Customers or by internal customers in the BP LPG Business.
- Log, assign and track progress of queries and customer requests from receipt to completion, recording progress of these on a weekly basis.
- Escalate any high risk customer issues (financial, legal, reputation).
- Ensure data is accurately entered and maintained in all Customer Service and data collection systems, minimising errors and resultant financial losses.

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PREVIOUS EXPERIENCE

- Minimum of 12 months previous experience in Sales and Customer service skills in a telephone environment and/or customer services environment
- Strong time management and organisation skills
- Experience of working in the UK or of working with UK customers / markets
- Must demonstrate high level proficiency in Microsoft Packages (Excel & Word) and show an intermediate level aptitude for systems applications

Offer

- competitive salary and benefits
- extensive trainings
- dynamic, multinational team
- outranging working conditions

In case you are interested in the above position, please apply online by sending your professional English CV: www.kellyservices.hu – [Telephone account manager LPG](#)