

Customer Account Executive

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Salary package: up to £30,000 per annum

Location: Coventry Office

HouseMark is the social housing sector's leading provider of business intelligence services. We are the largest UK wide member network for housing organisations, providing access to an unparalleled customer base. Our strategy is to be the unrivalled source of housing data and insight in the UK housing sector and we are looking for a Customer Account Executive, to play a fundamental role in helping us deliver our new corporate strategy.

The role sits within the newly created Customer Experience team and is perfect for someone with practical experience of helping customers derive value from a service by identifying their needs and offering solutions.

You will be comfortable building rapport and trust quickly and remotely using a range of mediums and have a professional, agile work ethic. You will be experienced in articulating key features and benefits and aligning them to customers' needs. Ideally you will have a good understanding or appreciation of the social housing or property sectors.

This exciting role will be responsible for:

- Managing all aspects of member accounts
- Widening HouseMark's footprint within our customers
- Promoting premium products and services offered by HouseMark
- Maintaining a high level of customer satisfaction and trust
- Gathering customer intelligence

The rewards

In return for your commitment and enthusiasm, you can look forward to excellent working conditions in a progressive and growing company.

Staff benefits include:

- 28 days annual leave
- Social Housing Pension Scheme - defined contribution scheme
- Non-contributory accident and sickness cover
- Optional private medical insurance
- On site free parking

How to apply

For more information on the role and HouseMark please email jobs@housemark.co.uk for a candidate pack.

Applications will be in the form of a CV and a supporting statement to jobs@housemark.co.uk.

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Further information

For an informal chat about the post, please contact Duncan Forrow on 07718 565581.