

**Job Title:** Customer Account Manager  
**Reports To:** Senior Customer Account Manager

## Job Summary

Due to our continued success we're expanding our Commercial Team and have a fantastic opportunity for an experienced Customer Account Manager to join our company. We are a values led organisation and specialists in developing cutting edge technologies for the aviation industry, providing award winning flight data management systems to global companies such as FlyDubai, AeroMexico and Boeing to name a few.

Working within the Commercial Team, and wider business you will be responsible for maintaining customer loyalty, demonstrating new features and modules and upselling services to our existing customers. Fostering long-term relationships with your account customers, and ensuring that their goals are achieved and expectations exceeded. You are expected to be the voice of the customer, ensuring that their requirements are fully understood, managed and efficiently satisfied by the business. In addition, you will be laser focused and champion of the core values at all times.

## Location

Headquartered in Kirmington, North Lincolnshire, we also have offices in Hull, East Yorkshire and support remote and hybrid working.

## Role Responsibilities and Duties

The successful candidate will primarily be supporting our skybook customers and will be accountable for the following:

- Developing and managing customer portfolios
- Help improve the customer onboarding processes and minimise customer churn
- Build and maintain positive and professional relationships with customers and internal stakeholders
- Conduct regular business reviews to ensure customers are satisfied with our products and services and escalating and areas of concern appropriately
- Provide insights on customer-to-business interactions
- Help improve customer experience through product support and training, manage and resolve customer requests and any complaints
- Being commercially aware and working with management to upsell additional and/or new features and modules within existing customer base

- Making sure we retain our current customer base and be accountable for contract renewals
- Be a product specialist and maintain knowledge of all existing a new features
- Hold product demonstrations for customers
- Carrying out customer satisfaction surveys and reviews and providing updates to management
- Updating the HubSpot CRM system, ensuring customer organisational changes and all customer communication are recorded
- Preparing Statement Of Works quotations, keeping track of open quotations and ensuring our Corporate Services teams are notified upon development completion

## Experience, Qualifications and Skills

The ideal candidate will be highly skilled and driven in the following areas;

- Minimum of 3 years current experience of Customer Account Management, dealing with a global client base
- Aviation industry experience preferred, but not essential but must be driven to learn
- Must be extremely well organised, able to multitask and work well in a pressurised environment to ensure that all deadlines are achieved
- Must be a confident communicator, well presented and able to represent our business positively at all times
- Must have excellent customer service skills and be experienced in dealing with difficult situations and managing expectations
- Must have excellent written and oral communications skills, be highly computer literate and able to identify potential issues before they occur
- Must have excellent presentation skills and either be experienced in delivering training or be willing to develop the knowledge and skills required to fulfil this part of the role

## Qualities and Attributes

- A strong team player that is self-motivated, proactive and able to work collaboratively within a team and autonomously to ensure that deadlines are achieved
- Hard working, passionate about providing excellent customer service and target driven
- Ability to receive feedback positively
- Maintains a high level of awareness of the industry and trends, particularly regarding development
- Keep abreast of usability standards and emerging technologies
- Good communication skills, oral and written
- Ability to work well within a team as well as independently and to tight deadlines
- Must have meticulous attention to detail

## Staff Benefits

- Excellent Pay (£30,000 to £35,000 per annum depending experience)
- Learning and development and career progression opportunities
- 25 days annual leave plus public bank holidays, annual leave rises with service years
- Life Assurance benefit (4 x salary)
- Company pension scheme (matched contributions up to 5%)
- Flexible working (hybrid and remote)
- Holiday purchase scheme
- Summer and Winter bonus scheme
- £50 birthday voucher
- Paid for social activities

## How to apply

Please forward a current CV and covering letter explaining why you're the best candidate for this position to our recruitment team: [jobs@bytron.aero](mailto:jobs@bytron.aero)

**Our vacancies are not open to candidates applying via recruitment agencies**

**The successful candidate will have the Right to Work in the UK**