



Key Account Manager / Customer Success Manager

Location: Swansea Full time-permanent, Monday-Friday

Competitive salary plus share options

Based on the stunning North Gower coast, moments from the sea, Smile Plastics is an inspiring, fast-moving global design house and factory. We transform plastic waste materials into core and bespoke ranges of products made from 100% recycled and 100% recyclable plastics. We sell worldwide to architectural and interiors markets from decorative panelling to furniture and fittings in commercial and residential spaces. Some of our clients include: Paul Smith, Christian Dior, Lush, Ted Baker, Ganni, National Trust, V&A Museum and Selfridges.

Due to an increase in demand, and our 2022 expansion plans, we are seeking a multi- talented Key Account Manager to join us and also manage a small team. It's essential that you'll have previous experience in product design, interior design, architecture or plastics manufacturing, either from work experience or from studies and you **MUST** have strong sales and/or customer success experience within a SME, ideally within our sector. You should also have managed a small team.

This will be an evolving flexible role and we are looking for someone who has an appreciation of our market and the right ability and attitude to pick up multiple responsibilities within Customer Success, Customer Service and Sales.

While this isn't a design-focused role we would strongly encourage an application from individuals with knowledge or a passion for architectural design, design, or an interest in our materials.

You will be based out of our factory in Crofty to start off with and then will move into our new offices in Fforest Fach close to Swansea early next year. Relocators welcomed!



What you will be doing:

- First and foremost be an ambassador for excellent customer experience, delivering above and beyond for our most crucial clients. Be their first point of contact developing and building relationships of integrity aligned to our brand mission and TOV.
- Manage the majority of Key Accounts. Constantly seek to grow sales by developing new business through identification of new opportunities and upselling.
- Working with the Customer Experience Manager, production teams and clients to ensure Key Account orders are optimised and customer requirements are fulfilled.
- Manage the customer journey through our CRM, order book and accounting systems. Compile quotations, advise on technical details and create CNC cutting files in Rhino (CAD), order confirmations, invoices and activity statements as required.
- Use a multi-channel approach to drive and coordinate sales, from initial enquiry, order to completion, working in conjunction with the Technical Customer Service team and fully exploiting our marketing and sales outreach opportunities.
- Deliver excellent performance in order to exceed sales targets.
- Utilise data and systems to provide monthly and annual sales forecasts.
- Assist in identifying thriving market sectors, undiscovered/underperforming opportunities and areas for sales growth/improvement within Smile Plastics structures.
- Assist in the development of creating pro-active sales opportunities within new and existing customer sectors
- Manage and develop our small Technical Customer Service team.
- Visit customers when required.
- Stock Management: liaise with the production team to ensure stock is available for Key Account sales fulfilment from the order book and sales forecasts.

Who we are looking for:

- As mentioned, you'll be from Customer Service, Customer Success or Sales, and It's essential that you'll have previous experience in product design, interior design, architecture or plastics manufacturing, either from work experience or from studies.
- A keen interest in architectural design, design and sustainability is highly desirable.



You'll also have:

- Great interpersonal abilities supported by professional oral and written communication skills
- Confidence in building customer relationships over the phone, email and social media – maintaining a positive, patient & friendly rapport
- The ability to communicate technical detail in a confident and straightforward manner
- Attention to detail and accuracy in all work is important – we make exceptional products, and we like to provide our customers with the best we can
- A love for problem-solving and be proactive – taking the initiative to find solutions
- Ability to work to tight timescales and deadlines. We work fast around here!
- Computer literacy in MS Office, ideally Adobe Creative Suite
- Ideally Experience in CAD (Rhino), CNC programming (toolpath planning and generation), working with technical drawings or other technical design software
- Ideally experience in Online Customer Relationship Management software and Online accounting packages for raising invoices
- A flexible and adaptable attitude, willing to perform other duties as and when required – we're small and not defined by our job titles.

What we can offer:

- Experience of working for an innovative, unique, eco-driven company - taking the world's waste and making it useful again
- Competitive market rate salary
- Company share option EMI scheme
- Company Pension contribution
- 21 days holiday, plus statutory bank holidays (pro-rata)
- Hours: 37.5 hours per week (5 working days)
- Small, friendly work environment

Here at Smile Plastics, we are all multi-skilled, and as a small, expanding company, we don't define you by your job title. We encourage staff to develop by supporting knowledge growth, providing in-house and external training

You may work as Customer Success Manager, Key Account Manager, Account Manager, Sales Executive, Customer Success Officer, Business Development Manager or similar