



## **Key Account Manager**

Location: Swansea (Remote and office Based)  
Full time-permanent, Monday-Friday

Competitive salary plus EMI share options and bonus

### **Company Overview**

Smile Plastics is an inspiring, fast-moving global design house and factory. We transform plastic waste materials into standard and bespoke ranges of products made from 100% recycled and 100% recyclable plastics. As one of the leading suppliers in our field, we pride ourselves on excellent craftsmanship and design as well as sustainability. Our clients are worldwide and we sell 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 customer demand for our products, we are now in a period of extensive growth and have a new and very exciting opportunity for a multi- talented Key Account Manager / Customer Success Manager to join our customer facing team.

This will be an evolving flexible role and we are looking for someone with strong business development, / new business generation experience within architecture and/or design. This is essential as we'll need someone who has an appreciation of our market and the right ability and attitude to pick up multiple responsibilities within these areas.

### **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 with our existing accounts by developing new business through identification of new opportunities and cross-selling / upselling.



- Work with the Head of Market Engagement, 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.
- 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
- 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 have experience in Account Management / Customer Success within a relevant industry, architecture, interior design, design, plastics manufacturing etc, and a clear interest in our products and materials. Any knowledge or interest in sustainability is also 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
- Clear 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:
  - Essential: Intermediate MS Office (Word and Excel)
  - Desirable: Adobe Creative Suite
  - Desirable: Experience in CAD (Rhino), CNC programming (toolpath planning and generation), working with technical drawings or other technical design software
  - Desirable: Online Customer Relationship Management software
  - Desirable: Online accounting packages for raising invoices
- A flexible and adaptable approach, 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 salary and bonus scheme
- Company share option EMI scheme & Company Pension contribution
- 29 days holiday, inc statutory bank holidays (pro-rata) & Hours: 37.5 hours per week
- 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 also work as Customer Success, Account Manager, Customer Experience, Business Development or similar