



THE FINE WINE MARKET

Junior Account Manager UK

Liv-ex is looking for an enthusiastic, self-motivated recent graduate to join a growing sales and account management team and support our customers in the UK. If you are a commercially driven, service focused individual, have a keen desire to learn with a genuine interest in the wine trade and you enjoy building relationships with a wide range of stakeholders, this unique opportunity could be the one for you.

Location: Borough, London

Competitive salary dependent on experience. Company performance-related bonus, healthcare insurance & wellbeing benefits.

About Liv-ex

With over 630 members worldwide, Liv-ex is the global marketplace for the wine trade.

We offer a multitude of business services covering trading opportunities, data, logistics and various automation technologies; aimed at a diverse group of wine businesses, from ambitious young start-ups to established merchants and traders.

Our aim is to make the wine trade more transparent, efficient, and safe, for the benefit of our members and the market as a whole.

We are hardworking, committed and action oriented, retaining a valued neutrality in the market.

Founded in 2000, Liv-ex has grown to serve a growing number of members in the B2B sector, with an ever-expanding range of services. We help our members, and other stakeholders, to better understand the fine wine market and identify profit opportunities.

Summary Purpose

Contribute to Liv-ex's business objectives by improving customer relations in one of our largest markets by responding appropriately to customer expectations and improving overall customer relations and retention.

The person we're looking for has a strong commercial mindset, as well as excellent communication and interpersonal skills. This position requires a perfect understanding of the products on offer (after training with our teams), enabling the candidate to adapt to the issues and needs of our customers. Based in London, the successful candidate will be required to travel throughout the region for which they are responsible for, to see existing customers and develop commercial relations.

Key Tasks & Responsibilities

- Servicing existing UK customer accounts to drive growth by understanding the customer's current needs and set-up in order to provide tailored solutions to their requirements.
- Identifying key opportunities to improve the pre-and post-sales processes.
- Building long term, trusting relationships with the customer-base by being their main point of contact and being the bridge between them and our business.
- Continuously monitoring accounts to identify upsell and cross-sell opportunities.
- Coordinating between various Liv-ex departments to ensure effective communication and consistent service levels for the customer base.
- Keeping up to date with Liv-ex offerings as well as developments in the fine wine industry.

Required Knowledge and Qualifications

- Recent graduate preferably with prior customer service focused work experience
- Ability to build productive working relationships with customers developing effective partnerships that drive revenue growth.
- Strong commercial acumen combined with the ability to communicate compelling proposals and solutions to deliver account growth.
- Strong organisational and project management skills. The ability to multitask and prioritise effectively, managing several projects and customers simultaneously.
- High levels of accountability and professionalism with strong eye for the detail – a focus on always delivering a high-quality service to customers, going above and beyond.
- Good problem-solving skills – the ability to understand customer needs and formulate appropriate solutions to resolve issues.
- Outstanding communication skills, both written and verbal. Being the voice of the customer internally, collaborating effectively with colleagues to service customer needs.
- Good negotiation skills – the ability to resolve issues objectively and professionally.
- Self-motivated person who relishes a challenge.
- High levels of energy and stamina – willing to go the extra mile to deliver.
- Ambitious but patient, humble and committed - looking for long term progression.
- A keen interest in or a desire to learn about the wine trade.
- Fluency in English.
- A clean, valid driving license

Desired Knowledge and Qualifications

- Knowledge of the fine wine sector and its players in the UK.

To apply, please send us your CV with a cover letter detailing why you are interested in this role, your current salary and your salary expectations to clientresourcing@strattonhr.co.uk.