

Key Client Accounts Executive

JOB DESCRIPTION



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About Us

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Action Challenge

We are Action Challenge, and we bring people together through challenge & adventure.



Since 1999 we've organised inspirational challenge events & adventures in the UK and Worldwide, for individuals to join, and for groups, companies & charities. Take on a challenge just for yourself, or link it to a special cause and fundraise – so far our events have raised over £90 million for charities. Now is the time to set new goals, to re-energise, and to get active!

We have over 40 UK & overseas challenge events that you can sign up to now – ranging from a meandering 25 km Thames Path walk, to conquering a mighty Himalayan peak. Take on an unforgettable group adventure and push yourself further! We welcome individuals, couples, or groups of friends & family – and you can self fund, or link your challenge with fundraising for a chosen charity.



Few experiences bring a group closer together than an outdoor adventure which challenges comfort zones, builds resilience & understanding, and forges respect & friendships. If you have a group, you can join one of our 40 or so scheduled events, or if you want something special – we can craft a bespoke itinerary or plan a unique challenge event to meet your objectives and get your team energised!



Key Client Accounts Executive

FULL TIME, PERMANENT, SE LONDON

We are looking for an enthusiastic & passionate individual Account Executive to find business opportunities and manage customer relationships. You'll be directly responsible for the preservation and expansion of our Corporate & Client database. The ideal candidate will be experienced in sales and customer service, reliable professional, able to balance customer orientation and a results-driven approach - as well as an understanding, and passion for outdoor, mass participation events.

Your overarching goal is to identify opportunities with prospects and new clients and build them into long-term profitable relationships, by delivering excellent customer service & administrative support.

Key Client Accounts Executive

As a business, we organise 16 mass participation & 40+ overseas challenge events each year - taking some of the UK's biggest charities and corporate teams on exciting adventures across the globe. We are looking for a Key Client Accounts Executive to join our small team, to focus on the daily relationship building, and customer service support required to manage our growing database of Charity Partners & Corporate teams. You will be helping to build the brand of one of the UK's biggest and most popular event series, the Ultra Challenge Series, as well as seek opportunities to maximise the potential of working with some of the UK's biggest and well known charities and corporate companies. This is a varied role, ideal for someone with a relevant experience and 1-2 years of post University work experience in a similar role, and can demonstrate an active enthusiasm and passion for outdoor/ sporting events and travel.

Responsibilities & Duties:

- Provide 'after sales' support and Customer Service to large groups/ teams and corporate companies whom are due to take part in events
- Offer a professional approach and 'journey' to onboard new clients - both charities and clients - providing relevant materials and communications
- Picking up enquiries and leads and turning them into confirmed bookings and clients
- Reporting on numbers, figures and YTD recruitment figures, inline with targets
- Ongoing administrative support to assist Key Clients with their recruitment onto events
- Budget, and create invoices for teams post sales - ensuring outstanding debts are cleared & paid before taking part in challenges
- Regular calls/ meetings with Key Clients to provide ongoing assistance and support

Skills required:

You will be an ambitious individual with the desire to work in a dynamic, small & successful team – with a flexible & committed approach to work, a keen eye for detail, and strong written and verbal communications skills. You will be able to demonstrate your ability to multi task, and evidence examples of providing first class customer service.

- Degree level education ideally in a relevant subject matter
- Ability to build professional relationships with a pro-active and confident approach
- Prior experience of working within a Customer Service focussed role
- Excellent written and verbal communication skills

The Role:

Based at our South East (Woolwich) London office – with a salary of up to £32,000 depending on experience. There will be a two stage interview process with a presentation.

To apply complete our online applications form [here](https://airtable.com/app5AvtQa24OOUdPe/shrk6DDOye3sW7S88):

<https://airtable.com/app5AvtQa24OOUdPe/shrk6DDOye3sW7S88>



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