



<https://www.elliottrecruitment.co.uk/job/customer-account-manager/>

Customer Account Manager

Description

Customer Account Manager / Business Development Manager

Location: Teesside

Salary: Up to £45,000 depending on experience

OTE: £70,000

Job Type: Permanent

Elliott Recruitment are delighted to be recruiting for an experienced **Customer Account Manager** to join a successful and growing business.

This is an exciting opportunity for a commercially focused account management professional to take ownership of an established customer portfolio, develop long-term relationships and identify opportunities for account growth, while also playing a key role in new business development across the region.

The successful candidate will combine strong relationship-building skills with a proactive, sales-focused approach, identifying opportunities for service contracts, as well as new purchases.

The Role

As Customer Account Manager, you will act as a key commercial point of contact for a portfolio of new and existing customers.

A major focus of the role will be developing recurring revenue by identifying opportunities to move customers towards service and maintenance contracts, as well as proactively following up quotations for repairs and remedial works identified during servicing, inspections and examinations.

You will also be responsible for developing new business opportunities, expanding the customer base and increasing market share across the region.

Working closely with customers, engineers and operational teams, you will ensure a responsive, commercially focused and high-quality service throughout the customer lifecycle.

The role will involve regular customer engagement, including meetings, account reviews and site visits, together with attendance at relevant networking and industry events.

Key Responsibilities

- Manage and develop a portfolio of existing customer accounts.
- Build strong, long-term relationships with key contacts and decision makers.
- Develop a detailed understanding of customer operations, requirements and future plans.
- Identify opportunities for account growth through additional services,

Hiring organization

Elliott Recruitment

Employment Type

Full-time

Duration of employment

Permanent

Job Location

Teesside

Base Salary

£ 45000 - £ 70000

Date posted

25th September 2026

maintenance, repairs, equipment and project work.

- Conduct regular account reviews and develop account growth plans.
- Support customer retention and renewal of existing agreements and service contracts.
- Identify opportunities to convert one-off customers into recurring or contracted customers.
- Proactively develop service and maintenance contract opportunities and manage proposals through to conclusion.
- Research and target prospective customers within the relevant market.
- Arrange and conduct customer meetings, presentations and site visits.
- Follow up leads generated through marketing, referrals, trade events and networking.
- Prepare quotations, proposals and commercial presentations.
- Manage opportunities from initial enquiry through to order and ongoing account development.
- Attend relevant networking events, conferences and industry events.

About You

The ideal candidate will have a proven background in **technical sales, account management or business development**.

You will have:

- A minimum of two years' experience in a commercially focused sales or account management role.
- Proven experience managing and developing customer relationships.
- A demonstrable ability to grow existing accounts and identify additional revenue opportunities.
- Experience developing new business and converting opportunities into customers.
- A proven track record of working towards and achieving sales or commercial targets.
- Experience preparing quotations, proposals or commercial presentations would be advantageous.
- Excellent relationship-building and communication skills.
- Strong negotiation and influencing abilities.
- A proactive, self-motivated and commercially aware approach.
- The ability to manage multiple accounts, enquiries and opportunities effectively.
- Confidence dealing with stakeholders at all levels, from operational contacts through to senior decision makers.
- A full UK driving licence.

What's on Offer?

- Salary of up to **£45,000 depending on experience (OTE of £70,000)**
- An opportunity to join an established and growing business.
- A varied role combining account management, business development and new customer acquisition.
- The opportunity to develop long-term customer relationships and make a direct contribution to business growth.

If you are an experienced Account Manager, Business Development Manager or Technical Sales professional looking for your next opportunity in the Teesside area, Elliott Recruitment would love to hear from you.

Apply now with Elliott Recruitment.