

Account Executive

Who we are: Charity Challenge is a multi-award winning adventure travel operator and event management company best known for organising the celebrity based BT Red Nose Day Kilimanjaro climb.

We aim to deliver memorable, dynamic and safe challenge events in both popular and off the beaten track destinations, creating tailor-made events for charity and corporate clients whilst providing personalised, friendly and excellent customer service, advice and support. Our brand is based on values of professionalism, transparency, excellence, safety and passion in all that we do.

We are looking to recruit a passionate and customer focused Account Executive to join our highly driven, ambitious and dynamic team. For more details about the company please visit: www.charitychallenge.com

Who you are: You are an experienced and dedicated Account Executive. You possess outstanding customer service skills and a passion for adventure tourism & events, the third sector and innovative business solutions. We value executives who are passionate about growing existing accounts and identifying roadblocks and obstacles to increasing business. You will be creative and helpful with suggested tailored solutions to common account problems. Dedicated to growing the business and facilitating smooth connections between our clients and our internal departments is a must.

Summary

The Account Executive is responsible for the day-to-day management of a selection of Charity Challenge's corporate, charity and private group clients. You will be responsible for managing relationships with these clients and building long-term mutually beneficial partnerships. The goal is to retain clients long-term and develop their challenge event programme to meet with their objectives whilst being commercially viable for Charity Challenge.

The role

- Provide exceptional support and customer service to your assigned client accounts which will include charities, corporates and private groups
- Be the key contact for your assigned clients
- Listen to your clients' needs and tailor products to meet their objectives whilst being commercially viable for Charity Challenge
- Monitor progress and follow processes to meet critical deadlines
- Develop sales materials (eg. proposals, web pages, digital content) to support clients' objectives
- Maintain great negotiation skills with finalising sales
- Uphold excellent attention to detail with preparing contracts
- Update internal database with accurate account and expedition details
- Create and share analytical reports regarding marketing activity and performance metrics
- Maintain digital records of contracts and agreements
- Identify new opportunities for increased revenue with existing clients
- Collaborate with the Sales & Marketing team on wider campaigns and company goals
- Identify market trends and competitor activity
- Build long-term relationships with clients, listening to and identifying their core objectives

Core competencies

The successful candidate will be resourceful, customer focused, team oriented, and will have an ability to work independently under time constraints to meet deadlines. You will have a proven track record in sales and managing accounts. A passion and understanding of the importance of listening, tailoring products for mutually beneficial outcomes, a love of adventure tourism, and a highly energetic flair for delivering exceptional customer service!

Ideal background:

- 2+ years experience in a client-focused role preferably in the charity, event management or the travel industry
- Proven track record of exceeding targets
- Strong interpersonal skills. Must be able to negotiate and problem solve
- Proficient in MS Office - Word, Outlook, Excel & Powerpoint
- Experience database management and/or CRM platform
- Excellent verbal and written communication skills
- Meticulous attention to detail
- Ability to work independently, and co-operatively as part of a team
- Solution focused, with an innovative approach to problem solving
- Pitch and presentation skills
- Demonstrable business acumen and a deep understanding of business sales processes
- Knowledge of current marketing trends and best practices

Preferred attributes:

- Passion for adventure travel & events and understanding of the third sector
- Self-motivated and highly results-driven in fast-paced environment
- Excellent attention to detail, communication, presentation and interpersonal skills
- Strong sense of brand
- Experience of making sales and closing deals

What you can expect from us:

- We are a small business with a friendly office, full of people with passion for what they are doing. It is a lively and busy environment. We can promise that you will be challenged in your role! This is a chance to do something special, and work not only in the travel sector but also do something to help worthwhile causes
- Competitive salary
- The potential to travel and experience a challenge
- Company pension scheme
- Access to company healthcare scheme
- Monday to Friday, 09.00 - 17.30 hours
- 24 Days holiday per year (plus bank holidays).

This is your chance to help support worthwhile causes in raising millions of pounds and really make a difference.