



Client Services Executive

At ZeroLight we live by four key values – innovation, quality first, collaboration and market focus. As the central Client Services Executive for key clients, your position will incorporate these values and play a key operational role within the commercial team, working at the forefront of 3D technology and partnering with some of the biggest names in the automotive and technology world including Audi, Pagani, Toyota and others.

As Client Services Executive, you will take responsibility for the organisation of the commercial pipeline on the ground at our award winning Live Works studio in Newcastle, working closely with the CEO, CSO and CCO across multiple locations to coordinate all business development aspects of client interaction and provide up to date information to all stakeholders.

This is an exciting opportunity to play an integral role in the company identified as one of the most innovative technology businesses in the UK. The successful candidate will have previous experience in a high-level coordination role, preferably within a technical sales environment.

THE ROLE

- Dealing with all aspects of commercial client communication and undertaking all actions and follow up associated with this. Liaising with internal teams and external partners to ensure that ZeroLight consistently delivers the highest possible service to clients.
- Condensing customer sales activity reports in to actions, allocating these and tracking delivery.
- Demonstrating a high-level understanding of client expectations and ensuring that these are in line with the technical requirements of ongoing projects. Liaising with Project Managers working on client delivery as well as upcoming opportunities.
- Tracking and reporting sales pipeline activity to CEO and CCO, with full knowledge of both current and prospective client status.
- Coordinating responses and preparing high level commercial materials for a range of clients including presentations, RFI documentation and purchase orders.
- Ensuring that client data is accurately summarised on CRM systems.
- Creation & maintenance of sales pipeline reports and forecasts, showing performance against budget and outturn forecast at a glance.
- Conducting detailed research into prospective new clients, performing initial outreach, sending materials and arranging appointments.
- Collating meeting actions and reporting these back to remote employees to ensure timely delivery on tasks and that those working offsite are fully briefed on all aspect of commercial interaction.

THE PERSON

- Previous experience handling OEM clients.
- Confident communicator able to handle networking with a range of individuals including senior level clients.
- Commercially minded and able to prioritise workload based on the company's strategic goals.
- Interest in technology and automotive, ability to recognise and discuss market trends.
- Quality first approach to all tasks, ensuring that all client correspondence and commercial activity meets the highest standards.
- Able to process and analyse data to provide accurate reports and suggest improvements to commercial work-streams.
- People person with positive attitude, degree educated.

To apply for this position please send your CV and Cover Letter to careers@zerolight.com

