

We are looking for a

Telephone Account Manager (TAM)

Location: Milton Keynes

Reporting to: Team Leader

The Role

To manage a designated account base day to day and to achieve activity, growth and customer satisfaction targets. To achieve these targets through identifying sales opportunities, delivering excellent service and proving value to maximising the retention of existing spend.

A typical week as a TAM might involve

- Proactively contacting existing customers to establish and build relationships
- Interpret and explain customers data to help explain the value of our product and ROI
- Utilise internal tools and data to help add value to our proposition
- Deliver new rightmove initiatives to customers
- Identify new business opportunities, present and close with a bespoke advertising solution
- Conduct relevant product and service training with customers
- Be the point of contact to answer customer queries, resolve problems and provide solutions to resolve re-occurring issues
- Identify training opportunities to support the relationship and deliver
- Recording information in relevant databases and ensure CRM's are kept up to date

We're looking for someone who

- Has consistently over achieved set sales targets in an office based environment
- Analytical and confident with data analysis, and building stories around this
- Able to thrive in a hardworking and dynamic team
- Ability to manage customer expectations and deliver excellent service
- Excellent verbal and written communication skills.

We would love someone to have

- The Drive to exceed team expectations
- Strong desire to 'get the job done' and thrive in a hardworking and dynamic team

Ultimately, we care much more about the person you are, how you think and approach things, than a list of qualifications and buzzwords on a CV. Even if you can't say 'yes' to all of the above, but are smart, self-motivated and passionate about delivering a great experience to our customers then get in touch.

What do our team say about working here?

'Working in the TAM team is like working in a big family. I genuinely enjoy coming into work, not just because I enjoy my job, but also because I enjoy spending time with the people I work with.'

Everyone within the team is really driven to achieving both their individual goals and the team target as well.'

'It's an exciting team to work with, big personalities with big goals, a weird and wonderful team full of unique personalities.'

'Within the TAM team you are given trust, autonomy, responsibility and are at the forefront of the action delivering important information to the agent.'

About us

On a mission to 'help people make the right move', we launched in 2000 with a will to make home-hunting happy, by showing all property in just one place.

A great success story, we're now the biggest home-grown web brand in the UK our traffic levels surpassed only by Facebook, Google, YouTube, eBay and Amazon.

Despite this success, we remain a down-to-earth bunch. We ensure everyone we recruit has the same values and beliefs as we've always had, because Rightmove is people. We call it the secret to our success and why staying 10 years or longer, reaching 'gnome status', is simply the Rightmove way.

We encourage and support all Rightmovers to continuously develop themselves. Together we work towards achieving the best, both in terms of our technical solutions and continued business growth. We are always on the lookout for the best new people to join our team. If you are a smart and passionate initiative-taker, then get in touch. You could be part of the next chapter of the Rightmove story! Will you be 'Gnomed?'

Did you know?

- Rightmove was meant to be called 'Doorknob.' But it didn't quite have the same ring to it
- There have been eight weddings between Rightmove colleagues over the past 16 years
- We still have employee #1 working at Rightmove
- We currently have 52 gnomes on our gnome tree