

National Account Coordinator Full Time

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Company: Security Monitoring Centres

Location: Australia

Category: other-general

Want to join a growing team at Chubb Fire & Security? We are looking for a National Account Coordinator who will partner with our customers maintaining our high standards of service delivery. In this role, you will bring your experience and willingness to learn to support the team. You will interact and manage internal and external customer enquiries and relationships.

About us

A leading provider of fire safety and security solutions, we at Chubb Fire & Security Australia are driven by a powerful purpose – to make the world a safer place. We start by living by our value of PROTECT PEOPLE FIRST. We are an industry leader and part of the API Fire and Security group of companies. Our culture is based on BUILDING GREAT LEADERS.

About the Role

You will be based in our Melbourne office (Dingley) and report directly to the National Sales & Account Manager. Although you are based in Melbourne, you will have a national focus.

This role will offer variety and scope for a self-motivated, quick thinker and an enthusiastic team player who enjoys a fast-paced environment. You'll be responsible for the following:

- managing and interacting with our customers and providing an excellent customer experience for your account portfolio

- collaborating with internal stakeholders to provide solutions and deliver products in line with customer business needs

providing our customers with real-time updates on product and service-related matters

continuously look at new ways of improving the customer experience and consistently improving the total value proposition

identify opportunities for upselling and cross-selling our suite of monitoring solutions.

manage regular reporting and be responsible for completing daily, weekly and monthly reporting as required, ensuring all key stakeholders receive them in a timely manner

About You

It is preferred that you come from a background in Monitoring Solutions/Electronic Security. As a key member of the Monitoring Sales team, you should have a strong background in customer service supported by:

A background in Sales/Key Account Management coordination

Excellent communication, both verbal and written

A proven track record of sales experience/exposure.

Strong proficiency with the Microsoft Office suite.

Self-motivated and able to work with initiative.

High standard of customer focus with the ability to resolve issues effectively and efficiently

A thirst for learning and taking on new challenges and initiatives.

Exceptional organisation and time management skills.

Ability to obtain and maintain relevant Security license in accordance with the relevant State guidelines

CRM experience (i.e., Salesforce) is preferred

Australian or New Zealand Citizenship or Permanent Resident

Able to complete a National Criminal History Police clearance and a Pre-Employment

Medical.

What we will offer you:

Full time permanent position

Passionate and friendly team

Competitive remuneration package

Onsite parking

Employee Assistance Program (EAP)

Collaborative team dedicated to Building Great Leaders and empowering ourselves.

Working for a global organisation which brings job stability and where you are treated like family

Planning and support for progression towards any role within Chubb

Access to Chubb Hub – an employee discount platform with access to hundreds of discounts across shopping, groceries, health and wellbeing, leisure and entertainment

Apply now to see where Chubb can take your career. All applications and enquiries are treated in the strictest confidence.

Are you being referred to one of our roles? If so, ask your connection at Chubb about our Employee Referral Program process!

We believe in diversity and inclusion and welcome applicants from different backgrounds. This includes First Nations people, people with disability, LGBTIQA+ and all cultural and language backgrounds.

Tagged as: administration, coordination, key accounts, melbourne, national accounts, sales

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