

International Account Manager

Line Manager

International Compliance Manager

Overall Purpose

The International Account Manager plays a key role in the service offering of Valpak’s IEC services. The role involves undertaking research into the requirements of environmental compliance legislation overseas, confirming companies’ obligations and assisting with their compliance. The International Account Manager manages the accounts and is responsible for ensuring customers’ compliance outside of the UK; this includes activities such as liaising with overseas compliance schemes, advising on forecasts and invoices, manipulating, checking and submitting data.

Key Accountabilities

Responsibility	Objectives
Provide excellent customer service	<ul style="list-style-type: none"> • Handle customer accounts • First point of contact for phone calls and incoming emails
Attend sales and client meetings	<ul style="list-style-type: none"> • Explaining and selling IEC services to prospective clients • Following up all leads and opportunities and attending sales meetings where necessary
Undertake research into environmental legislation, developing a comprehensive understanding of the regulations	<ul style="list-style-type: none"> • Develop a good understanding of the requirements placed on organisations so that swift and accurate responses can be provided • Understand legislation enough to manage companies’ compliance on their behalf
Write in depth compliance reports for clients	<ul style="list-style-type: none"> • Ensure clients gain a clear understanding of their obligations under various legislation
Scheme registration	<ul style="list-style-type: none"> • Completion of legal documentation, coordinating with various authorities, schemes, and the client

<p>Make contact and maintain relationships with international compliance schemes and technical third parties</p>	<ul style="list-style-type: none">• Understand compliance requirements (often in multiple countries) and build relationships with key contacts• Ensure diplomacy and professionalism to maximise third party relations• Maintain up to date knowledge of EU and non-EU regulations
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Experience, Skills

- Excellent organisational skills, and customer service standards
- Competency to multitask, prioritise and manage own workload with limited supervision
- Confident, positive, proactive, enthusiastic nature
- Excellent written and verbal communication skills

Qualifications

- Desirable: Educated to Degree level or equivalent
- Full UK Manual Driving Licence