



**Account Manager**

**Location: Hastings**

**Salary: £23,000**

**Hours: Full Time (basic hours are 09:00 am to 17:30 pm) Monday to Friday**

UTP Merchant Services is a fast-growing company within the financial services industry, providing a range of leading credit and debit card payment solutions to businesses within the UK.

We are looking for an enthusiastic Accounts Manager to look for opportunities to upsell products and services to enhance the customer experience and increase revenue. UTP are looking for a candidate with the ability to provide excellent customer service and maintain positive customer relations through effective and customer focused communication.

If you are a proactive and organised individual who enjoys delivering excellent customer service, this could be the job for you!

**The Company:**

UTP Merchant Services Limited ([www.utpgroup.co.uk](http://www.utpgroup.co.uk)) and its sister company Faster Processing Limited ([www.fasterprocessing.com](http://www.fasterprocessing.com)) are two of the fastest growing, innovative fintech organisations in the UK. Through a mixture of innovation and a focus on delivering outstanding customer service, we are committed to providing our customer base with market leading credit and debit card processing solutions.

With a customer base of over 20,000 customers, approximately £3 billion is processed across UTP's estate of credit card machines each year with many hundreds of new customers being added on a monthly basis.

**Essential skills and Experience required:**

- Excellent relationship building skills
- Professional Telephone manner
- Strong Planning & Organisation skills
- Good knowledge of MS Office, particularly MS Word and Excel
- Sales skills desirable but not critical
- Self-motivated, success-driven, and hard working

**Responsibilities:**

- Provide fast and accurate answers to existing customers
- Adhering to service level agreements (SLA's)
- General sales administration duties



- A consistent approach and high attention to detail
- Positive outlook and a 'can do' attitude

The job role offers:

- Monday to Friday 09:00 – 17:30
- Full inhouse training and ongoing support
- Competitive salary

At UTP we recognise that our employees are our greatest asset and we like to reward your hard work with benefits that we think you will love!

Our aim is to continually support you in work, but out of work too...

Here is a glimpse at what's on offer:

**For your Pocket:**

- Enhanced pension contributions
- Discounts & Freebies on food / drink / tech / gadgets / entertainment and much more!
- Free eye tests with Specsavers

**For fun:**

- Last Friday of the month – drinks on us!
- Quarterly team building event
- Annual awards ceremony
- Friday breakfast
- Day off on your Birthday!

**For your Wellbeing (Mind, Body & Soul) something for everyone:**

- Access to our Employee Assistance Programme (offering confidential support and guidance)
- Access to our online workout platforms (HIIT)
- Access to our meditation, hypnosis and yoga platforms

**For your continued Development**

- Access to our online learning platform

Due to the nature of our business all prospective employment offers will be subject to a satisfactory disclosure from the Criminal Records Bureau in accordance with the Rehabilitation of Offenders Act 1974 and the Police Act 1997.

If you would like to be part of a company that offers real rewards for your effort, please email your CV to [recruitment@utpgroup.co.uk](mailto:recruitment@utpgroup.co.uk)