Position: Key Account & Customer Service Executive

Salary: 35,000 plus a bonus & generous benefits package

Company: Book Tokens Ltd.

Location: Central London (Please note that the position will require a **minimum** of 3 days a week working at the Book Tokens Ltd. offices in Central London.)

Purpose of the Role:

This role strengthens the commercial and customer-facing backbone of National Book Tokens. It combines key-account execution, corporate order handling, customer service expertise and light product coordination. The aim is to give the business a consistent, organised, and proactive point of contact for our partners and retailers while freeing senior leadership to focus on long-term strategy.

The Key Account & Customer Service Executive manages around ten key B2B accounts, supports repeat corporate orders (e.g. schools, universities and organisations), provides structured customer service for retailers and consumers, and helps maintain the stock, product and order pipeline. It is a hands-on role that touches every part of the operation.

Key Responsibilities

Key Account Management (Approx. 2 days per week)

- Manage the day-to-day relationships for a defined portfolio of approximately 10 key accounts This number may change subject to the needs of the business.
- Build and maintain short, clear account plans for each partner (objectives, risks, opportunities, contact cadence).
- Ensure every key account receives at least four meaningful interactions per year — structured conversations, not transactional check-ins.
- Keep CRM records consistently complete and up-to-date; target >90% accuracy.
- Prepare performance summaries ahead of meetings and follow up with agreed actions.
- Identify growth opportunities such as seasonal promotions, new use cases or untapped partner segments.
- Set up and support corporate accounts including schools, colleges and organisations purchasing large quantities of cards.
- Handle corporate orders from quote through to dispatch, coordinating with internal teams where needed.

Customer Service & Retail Support (Approx. 2 days per week)

- Resolve incoming queries from consumers and retailers with clarity, patience and accuracy.
- Use the organisation's web-based service platform to manage day-to-day issues.
- Handle a varied range of calls (lost cards, login/Auth issues, balance queries, account access, retailer concerns).
- Manage gift card replacements and act as the main contact point for independent and chain retailers.
- Provide first-line support to retailers using Book Tokens web applications (browser settings, cookies, MFA troubleshooting, basic system steps).
- Monitor the transaction system for irregularities and escalate technical issues appropriately.
- Support business continuity during peak holiday periods including Christmas.
- Represent Book Tokens at relevant trade events or conferences when required.

Product & Stock Operations (Approx. 1 day per week)

- Manage online stock orders and maintain good communication with supply-chain partners.
- Respond to issues relating to stock, orders and fulfilment.
- Provide coordination across product components (e.g. physical cards, e-gift cards, packaging) to ensure availability and timely dispatch.

Skills & Attributes Required

- Strong relationship-building instincts and a proactive approach to partner care.
- Clear communicator who can speak comfortably with B2B partners, retailers and consumers.
- Strong organisational habits; able to juggle multiple workstreams without losing detail.
- Analytical enough to read reports, spot issues, and understand partner performance.
- Confident using CRM systems and comfortable maintaining accurate records.
- Calm under pressure and capable of resolving queries professionally.
- Curious, positive, team-oriented and keen to improve processes over time.

Experience Required

- Experience in a partnership support, account executive, customer service, or commercially-oriented role in a retail, gifting, rewards, digital platform or SME environment.
- Exposure to multi-stakeholder coordination (e.g. customer service + ops + commercial + external partners).
- Experience working with gift cards, rewards/incentives, or retail networks is a bonus but not essential.

Measures of Success

- Account plans exist and are being used and maintained.
- CRM data is consistently complete and reliable.
- Key accounts receive predictable, structured attention.
- Corporate orders are handled smoothly with strong feedback.
- Retailers report positive service experiences.
- Internal teams find coordination easier, not harder.

A CV and cover letter are required to apply for this position

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LOCATION You will be located at Bell Yard, London, but you may be required in the future to work at a different location.

WORKING TIME This is a full-time permanent position. The office hours are currently 35 hours per week - Monday to Friday. However, you will be expected to work any additional hours necessary to carry out your duties.

WORKING IN A SMALL ORGANISATION It must be appreciated that the above details are designed to give an accurate indication of the type of work involved and the general conditions of employment, but Book Tokens Ltd is a small organisation and the holder of the above position must be prepared to help in other ways and to take on tasks that may be necessary