

# Account Director - Enterprise Account Retention

**Location:** UK-based, 2 days/week in London office + travel

*\*Open to remote hire based on location*

## About TekCor4

TekCor4 partners with the UK's largest automotive dealer groups and OEMs to transform aftersales operations through data-driven insights and marketing automation. We help our customers maximise service revenue, improve retention, and drive operational efficiency.

## The Opportunity

We're hiring an **Account Director** to drive value and growth across our most strategic customer partnerships. You'll be the trusted advisor and primary relationship owner for major dealer groups, leading executive engagement, accelerating platform adoption, and identifying opportunities to expand our impact.

You'll work at the intersection of customer success and commercial growth—ensuring our partners maximise ROI from TekCor4 while uncovering new ways to deliver value. You'll collaborate closely with Field Consultants (who handle site-level delivery) and coordinate with Sales, Product, and Programme teams.

## What You'll Do

### Build Strategic Partnerships

- Manage a portfolio of Enterprise dealer group accounts
- Develop and maintain executive relationships (Group MDs, Aftersales Directors, Marketing Directors)
- Lead quarterly business reviews with executive stakeholders
- Act as trusted advisor on aftersales strategy and digital transformation

### Drive Value & Adoption

- Monitor platform adoption and usage to ensure customers realise maximum value
- Work with Field Consultants to optimise delivery and customer experience
- Identify opportunities to improve customer outcomes through deeper platform utilisation and service opportunities
- Champion customer feedback to Product team to shape platform evolution

### Accelerate Growth

- Identify expansion opportunities across new modules, additional sites, and use cases
- Build compelling business cases demonstrating ROI and strategic value
- Partner with Sales on growth initiatives including trials and features integration
- Lead adoption of new product capabilities across your accounts

### Manage Commercial Success

- Own contract renewals with seamless execution and value demonstration
- Negotiate commercial terms in partnership with Legal and Finance
- Ensure long-term partnership alignment and mutual success

### Strategic Collaboration

- Serve as voice of customer internally, bringing insights to Product, Sales, and leadership
- Partner with Programme Managers on OEM initiatives where relevant
- Collaborate across teams to resolve challenges and deliver exceptional outcomes

## What You Bring

### Must-Haves:

- **Account management experience:** 3-5+ years managing strategic B2B accounts; automotive industry experience (dealer or OEM) required, especially in an aftersales, DMS or CRM environment
- **Relationship builder:** Strong stakeholder management with C-suite executives; B2B SaaS or data platform experience a plus
- **Customer-focused:** Passionate about customer success and outcomes; experience with field-based delivery teams a plus
- **Commercial acumen:** Identify opportunities and build compelling business cases; especially the ability to demonstrate an understanding of aftersales operations and dealer economics
- **Proactive communicator:** Anticipate challenges and act early

### Success Profile:

- Strategic thinker who sees the bigger picture
- Highly organised with strong attention to detail
- Collaborative team player across functions
- Calm and composed when managing complexity
- Curious, coachable, and growth-minded

## Compensation & Benefits

- **Compensation:** Competitive base salary and performance bonus based on company, team, and individual achievements.
- **Generous benefits:** 25 days annual leave, up to 6% pension scheme contribution from the company and other benefits like private medical insurance.

## Why Join TekCor4?

- **Impact:** Partner with the UK's leading automotive groups on business-critical initiatives
- **Autonomy:** Trusted ownership of strategic relationships with room to shape approach
- **Growth:** Progression pathway as the company scales
- **Team:** Collaborative culture working alongside Field Consultants, Sales, and Product
- **Product:** Industry-leading platform that drives genuine customer value

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