



Join the revolution

About us

HSS ProService is revolutionising the building services industry by offering a cutting-edge marketplace for tools, equipment and materials. Building on HSS Hire's legacy, we're blending innovation and customer-driven solutions to focus on sustainability.

Join a forward-thinking team that's committed to transforming how businesses operate, using the latest technology and a bold vision. If you're passionate about being part of the revolution, this is the place for you to build your career.

Our ED&I promise

We are laying the foundation for a new era in the building services industry, creating a place where every voice helps build the future. No matter your background, if your contribution will help grow our business then we want to hear from you.

We're committed to breaking down barriers and shaping a community that's as diverse as the ideas that power it. Here you belong, because a truly pioneering platform is one where everyone has the chance to contribute.



Job title: Key Account Executive –
Managed Service Desk

Reporting to: Desk Manager

Function: Central Operations

About the role

As a Key Account Executive on the Managed Services Desk, you will be responsible for managing and growing relationships with HSS ProService's largest customers.

You will ensure their needs are met while maintaining compliance with procedures, KPIs, and service agreements. This role is remote with significant face-to-face client interaction, requiring a proactive approach to both sales and service.

Responsibilities

Customer Account Management:

- Build and maintain strong relationships with key customers, acting as their main point of contact.
- Provide outstanding customer service, ensuring all client needs are met promptly and professionally.
- Process quotes and hire arrangements, following agreed customer rates.
- Audit customer orders to ensure adherence to agreed pricing and service levels.
- Manage customer POs and investigate invoice queries to ensure smooth financial transactions.



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Business Growth & Sales:

- Drive business growth in line with annual targets through effective relationship selling.
- Upsell additional services, including Fuel, Equipment Sales, Building Materials, and Training.
- Develop pricing solutions that are competitive yet profitable.
- Represent HSS ProService professionally at client meetings, networking events, and industry functions.

Operational & Compliance Management:

- Arrange off-hires and report equipment breakdowns, ensuring supplier response aligns with SLA agreements.
- Maintain compliance reports to ensure all customer equipment meets health and safety regulations.
- Reconcile supplier records to maintain accurate data and avoid unnecessary credits.
- Process damage and loss claims, ensuring all supporting documentation is in place to prevent disputes.

Leadership & Strategy:

- Influence internal teams and suppliers to achieve service excellence and meet business objectives.
- Present ideas and proposals confidently to senior stakeholders and large audiences.



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- Work autonomously, demonstrating initiative and problem-solving skills to deliver results.

About you

Account Management & Sales:

- Proven experience in a key account management role, ideally in a business services or hire industry.
- Strong track record of growing accounts through relationship selling and service excellence.

Communication & Leadership:

- Excellent interpersonal and communication skills, with the ability to engage and influence stakeholders at all levels.
- Strong presentation skills, capable of delivering compelling pitches to senior decision-makers.

Technical & Operational Skills:

- Highly organised, able to multitask and manage multiple customer accounts effectively.
- Experience handling inbound phone inquiries and providing first-class customer service.

Other Requirements:

- A self-starter who thrives in an autonomous role.
- Hardworking, determined, and willing to travel extensively across the UK for client meetings and networking opportunities.