



## Account Manager

**Our Sales Department continues to grow and offers an exciting opportunity for an experienced Account Manager within our Service & Maintenance team. Whilst the role is primarily based on site and in the office, there is scope for some working from home.**

### Job Identification

Title:	Account Manager
Department:	Sales (Service & Maintenance)
Line Manager:	Area Sales Manager
Salary package:	Dependant on experience

### Job Summary

To generate sales from a portfolio of key and prospective accounts in accordance with agreed budgetary targets and to maximise company profitability.

To develop strong relationships with client base, offering technical advice and guidance with an emphasis on contractual and legislative compliance, and to be managerially responsible for the management and overall execution of all contracts within remit to enable the company to achieve its Service & Maintenance objectives to ensure a high level of customer satisfaction and client retention.

### Primary Objectives

- Monitor and control the sales and revenue budgets to ensure that all targets are met and exceeded and that all necessary financial controls are in place to comply with company and regulatory requirements.
- Generate new sales for a portfolio of accounts whilst developing and maintaining relationships with key customers and other relevant bodies to ensure that the maximum sales potential.
- Maintain all required records of sales and other relevant information to enable performance to be measured and monitored.
- Maintain full and up-to-date knowledge of all relevant technical and quality areas and associated regulations.
- Give support and guidance to all Account Managers, so that they are appropriately motivated and capable of carrying out their responsibilities to the required standards whilst maintain effective working relationships.
- Monitor all maintenance work to ensure that it complies with contractual obligations with particular emphasis on record keeping and legislative compliance.
- Provide clients and colleagues with reports and proposals composed to exemplary, and technically accurate standard.
- Demonstrate excellent time management in all areas of work and ensure deadlines are met.
- Respond rapidly to any client enquiry and see resulting actions to swift conclusion and to any customer complaints so that the problem is speedily resolved to the customers' satisfaction.
- Actively support other divisions of the business ensuring excellent inter-divisional communication, transfer of leads, and actively seek out opportunities to promote the other divisions through interaction



### Qualifications/ Experience

- Ideally qualified to degree level
- Minimum 3 years' sales experience
- Thorough knowledge and experience of sales
- Thorough knowledge of company products
- Excellent sales and interpersonal skills
- Excellent planning and organisational skills
- Excellent drive and determination to surpass targets

### Person Profile

- A well-motivated, dynamic and hard-working individual with the drive and determination to surpass targets.
- Must be enthusiastic, understand and demonstrate the importance of customer satisfaction to the highest standard, and thrive when working under pressure.
- Must demonstrate integrity, honesty, dignity, professionalism and respect in all dealings with customers and colleagues.
- Can participate effectively in teamwork and use own initiative when required. Must be a team player.
- Must be a flexible individual who enjoys the challenges of meeting deadlines with the willingness to go the extra mile when necessary, to ensure the needs of the customer are met.
- Must be eligible to work in the UK.
- Ideally located within a reasonable commute from our office, but this is open to discussion.

### Further Details

- Holiday Entitlement 22 days plus Bank Holidays
- Provision of car allowance
- Provision of a tablet and mobile phone for business use only
- Incentive Scheme
- Service Award Scheme
- Opportunity for career development within the company
- Ongoing training and development
- Immediate start date

**Note:**

If you are shortlisted you may be required to attend two interviews