

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Account Manager
Department/Location:	Sales Department located at Bristol Office
Responsible to:	Regional Director of Infinium South West
Hours of work:	40 hours (Monday-Friday)
Salary:	OTE £40k to 50k
Main Purpose:	The purpose of this role is to maintain and oversee the existing client base at our Bristol office. This will involve managing clients' expectations from escalation to completion. The role will require an individual who is confident at providing solutions to clients' requests and the ability to be pro-active in visiting clients' sites to ensure satisfaction and sales growth.

Principal Duties and Responsibilities

- First point of call for all accounts and be available to resolve queries and concerns
- Build relationships with existing clients, managing their contracts and support them throughout the agreement
- Manage a portfolio of accounts to generate new business
- To achieve and aim to exceed monthly, quarterly and annual sales targets
- Ability to deliver client focused solutions based on customer needs
- Respond to quote requests and prepare proposals in a timely manner
- Ensure all data is current and accurately recorded on business CRM system
- Preparing reports/forecasts/presentations for sales meetings
- Up to date and signed contracts in place for all work for the clients
- To attend monthly sales meetings at Head office in Preston
- To attend client meetings and delivering presentations
- Assist with Service Management meetings with clients when required
- Assist with project management and delivery duties where required
- Any other such duties that may be required

Key Competence Requirements

- Friendly and approachable personality
- Excellent organisational, administrative and IT skills
- Ability to work under pressure, to prioritise effectively and use own initiative to ensure delivery is achieved
- Effective time management skills



- Customer focused attitude and professional mannerism
- Ability to present in front of the sales team
- Critical thinking and diagnostic skills
- Target driven
- Ambition and an entrepreneurial spirit, thriving in a dynamic, team-oriented environment
- Excellent communication
- Strong presentation skills
- Influential negotiation skills
- Develop long term relationships
- Product and Service expertise
- Market Knowledge

Experience and/or Qualifications

Essential:

- Account management experience
- A proven background in the technology industry
- Confident user in Microsoft Office 365
- Full UK Driving Licence

Desirable:

- BA Honours in Business related subject
- Formal Sales or Account Management training

Under compliance with the Data Protection Act 1998, completing this form is taken as authority for the information to be used within our HR processes, systems and procedures.

