
KEY ACCOUNT MANAGER

Mobile Sales

Full Time

Market Harborough

SUMMARY

Proactively manage and develop existing and prospective Welcomm customers, achieving profitable targeted levels of customer resigns and sale of mobile, fixed line telephony and digital solutions. Account Management is a sales role but also includes planning and managing the full relationship between Welcomm and their customers. The account manager serves to understand the customer's demands, plan how to meet these demands, and generate sales for the company as result. An account manager who works in this role will engage in a variety of tasks including coordination, strategic planning, relationship management, negotiation and innovative development of opportunities, and keeping record of transaction of sale and purchase goods. Previous experience within Mobile Account Management is crucial to this role.

KEY RESPONSIBILITIES

- Identify and sell suitable mobile / fixed line / digital solutions, products and services in order to achieve quarterly sale targets, by clearly understanding your customers businesses.
- Identify new sales opportunities within existing accounts to retain business account management by up-selling and cross-selling in order to grow the base size.
- Build relationships with prospective clients from introductory call through to completion.
- Build quality relationships with customers via telephone account management.
- To ensure that all customers with airtime and contractual agreements are resigned prior to their airtime agreement / contract expiry date.
- Analyse customer needs in order to identify solutions to a problem. Collate information (airtime bills etc.) to formulate customer solution.

PERSONAL ATTRIBUTES

- Must have previous experience within Mobile Account Management.
- Preferably have experience or understanding of working in IT, fixed line or mobile industry.
- Preferably have sales experience and a proven track record of account management or sales for small to medium sized businesses.
- Must have good literacy knowledge and skills in Microsoft Word and Excel.
- Must have a full, clean UK driving license.
- Confident, results driven and able to function independently or as part of a team.
- Strong communication, time management and organisational competencies are necessary to maintain customer satisfaction.
- Analytical skills to identify customer needs and be able to propose a solution of benefit to the customer.

DISCLAIMER

Please note that this job description is not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. If your application is successful, the responsibilities, tasks and duties of Welcomm might differ from those outlined in the job description, and that other duties, as assigned, might be part of the job.