
UNIFIED ACCOUNT EXECUTIVE

Unified Sales

Full Time

Market Harborough

SUMMARY

This is an exciting proactive sales role which will support the KAM and BAM sales teams in targeting our existing base in ensuring our Unified customers are kept in contract, our customers are always well advised of our full products and services portfolio as well as updates thus achieving growth. As a Unified specialist this role will be an integral part of the sales team, identifying sales opportunities and a leader in driving customer relationships, delivering a high standard of service to our customers at all times. This position requires a highly motivated individual with excellent product knowledge and great interpersonal skills. You will engage in a variety of tasks predominantly driven by individual KPI targets and will also include planning, organisation, project management and full ownership of developing sales opportunities.

KEY RESPONSIBILITIES

- Become an "Unified Expert" within the Company promoting 'Unified' within the internal customers (sales teams) and external customers
- Build strong relationships with the Unified Team members and relevant suppliers
- Upselling other Welcomm group products and services to customers wherever possible to achieve quarterly sales targets and passing on any opportunities identified promptly to the relevant Welcomm department
- Produce activity and sales reports for the Unified Sales Manager
- Deliver Welcomm Company KPI's and expectations consistently
- Develop long-term relationships with customers to ensure repeat sales opportunities
- Record any internal/external customer 'Unified' contact on the CRM database
- Pass on any Unified customer feedback and/or any issues to the Sales Manager and Unified Support Manager.
- To be responsible for own development plan, identifying areas that could be strengthened and seeking solutions or methods to address those areas
- Providing high quality customer service
- Enhance existing relationships with prospective customers from introductory call through to completion
- Analyse customer needs in order identify solutions to a problem to minimise losses to the business
- Strive to deliver an excellent contact strategy for existing Unified customers.

PERSONAL ATTRIBUTES

- Passion for sales with a strong customer focus
- Business management/IT experience is essential
- Well presented with a positive, proactive and professional approach
- Confident and influential communicator at subordinate, peer and management level
- Sense of responsibility and integrity
- Ability to manage difficult situations and the stress associated with them
- Be conversant with Sage CRM system
- Able to build strong customer relationships and work well individually or as part as a team and communicate effectively
- Quick learner who is keen to adapt to new technologies alongside their day to day job
- Great attendance and time keeping
- Attend any internal/external meetings outside of normal working hours as and when required
- Must have good literacy skills
- Computer literate; proficient in Microsoft Word and Excel
- Strong interpersonal skills
- Succinct analytical skills to identify customer needs and be able to propose a solution to benefit the customer
- Must have a proven track record of sales and in the fixed line industry
- Time management skills with the ability to meet strict SLA's
- Project management skills
- Excellent phone manner
- Driven to 'go to the extra mile' to deliver the best possible customer service.

PRODUCT KNOWLEDGE

This role will ideally require knowledge in the following:-

- Traditional telephone lines – PSTN, Multi-line, ISDN
- Data services- ADSL, FTTC, EoFTTC, EFM and Ethernet Leased Line
- Horizon products
- Hosted VoIP
- Traditional Telephony – Samsung, Avaya, NEC
- Virtual number services- My inbound and Fax to Email.

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.