

BUSINESS ACCOUNT MANAGER



Mobile Sales

Full Time

Market Harborough

Summary

A Business Account Manager works within a dynamic sales environment. Primarily desk based the BAM will be tasked with managing a customer base on behalf of Welcomm.

The BAM will have to employ all their sales skills to help keep their base in contract whilst growing the base by selling new products and services offered by Welcomm.

The successful candidate will be able to demonstrate their ability to drive new sales, forecast accurately, plan strategically and negotiate whilst delivering excellent customer service.

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

- 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
- Demonstrating knowledge, skills, good judgement, and integrity in doing your job
- Listen and provide solutions diligently and promptly
- Be answerable and responsible for your decisions and actions
- Serve with motivation and dedication
- Ability to work within a team to achieve a common goal
- Be creative and go the extra mile to deliver results
- Be humble and polite
- Provide a quality and efficient service to our customers

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.