
CORPORATE ACCOUNT MANAGER

Unified Sales

Full Time

Market Harborough

SUMMARY

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

KEY RESPONSIBILITIES

- Build relationships with prospective clients from introductory call through to completion.
- Identify and sell suitable unified / mobile / 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 key account management by up-selling and cross-selling.
- Build quality relationships with customers via telephone account management and face-to-face meetings.
- 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.

ROLE REQUIERMENTS

- Must have experience and a proven track record of account management or sales, and in related markets is favoured, ideally having worked in the IT, fixed line or mobile industry.
- 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.
- Succinct analytical skills to identify customer needs and be able to propose a solution of benefit to the customer.
- Customer Focused.
- Be conversant with Sage CRM system.
- Confident and influential communicator at subordinate, peer and management level.
- Good leadership, operational and organisational skills.
- Well presented with a positive, proactive and professional approach.
- Sense of responsibility and integrity.
- Ability to manage difficult and stressful situations.
- Good attendance and timekeeping.
- Occasional UK Travel with occasional out of business hours work, including overnight stays where necessary.

PRODUCTS AND SERVICES

The Corporate Account Manager will have the ability to manage the existing product portfolio for each of their customers. They will also be expected to cross sell additional products and services into their client base.

The list of products and services this includes the following (this list is not exhaustive):

- MPLS
- SD-WAN
- VoIP
- PBX
- SIP Trunking
- Contact Centre
- NGN Management
- Mobile Telephony
- Data Connectivity
- IT Managed Services

PERSONAL ATTRIBUTES

- Flexible and adaptable.
- Trustworthy.
- The ability to work well individually or as part of a team.
- 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.