



# Account Development Manager

Sales

Full Time

Market Harborough

## Summary

The Account Development Manager is tasked with proactively developing and sustaining existing and prospective Welcomm customers. The Account Manager will work alongside their customer, finding solutions to their issues across communications, utilities and technology. The successful candidate will ideally have a background in telecommunications and have a strategic approach to tackling their customer base in order to effectively uncover opportunities and organically grow their bases through meaningful conversations and a tenacious attitude.

## Key Responsibilities

- Identify and sell suitable solutions, products and services across Welcomm's portfolio, clearly understanding your customers business needs.
- Work with your account base to identify opportunities to expand the services Welcomm provides
- Work across areas of the business, gaining advice from product experts to expand your knowledge of Welcomm's product portfolio
- Build and maintain a healthy sales pipeline
- Deliver on monthly sales and behavioural KPI's
- Discover new opportunities to up/cross-sell across Welcomm's portfolio
- Build strong, quality relationships with customers through quality calls and meetings
- Ensure that all customers with contractual agreements are resigned prior to their contract expiry date.





## Personal Attributes

- 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.
- Passion for sales with a strong customer focus.
- Be conversant with CRM systems.
- Quick learner who is keen to adapt to new technologies alongside their day to day job.
- Must have good literacy knowledge and skills in Microsoft Word and Excel.
- Must have a full, clean UK driving license.
- Strong communication, time management and organisational competencies are necessary to maintain customer satisfaction.
- Ability to manage difficult situations and the pressure associated with them.
- Confident and influential communicator at subordinate, peer and management level.
- Well presented with a positive, proactive and professional approach.
- Succinct analytical skills to identify customer needs and be able to propose a solution to benefit the customer.
- Attend any internal/external meetings outside of normal working hours as and when required.
- UK Travel with occasional out of business hours work, including overnight stays where necessary.
- Excellent phone manner.
- Driven to 'go to the extra mile' to deliver the best possible customer service.
- Demonstrate knowledge, skills, good judgement and integrity in doing your job
- Listen and provide solutions diligently and promptly
- Be answerable and responsible for decisions and actions
- Serve with motivation and dedication
- Work together to achieve a common goal with all teams and colleagues
- 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.

