



Customer Development Executive

Department

Full Time

Market Harborough

Summary

The Customer Development Executive is a desk based account management position and takes responsibility for our single user accounts. Welcomm are looking for an enthusiastic individual who is looking to develop their skill set within account management. The Customer Development executive will be responsible for building strong relationships with their customer base, providing thorough account reviews, answering queries and solving problems. This would be a great opportunity for individuals who are starting off their sales careers, heavily customer focused, enjoy developing and maintaining relationships and are looking for a challenge.

The successful candidate will have a strong customer service background in either retail or the catering industry, the ability to effectively organise their workload and work well in a fast paced environment.

Key Responsibilities

- Identify and sell suitable mobiles, tablets and digital solutions, products and services to your customer base
- Identify opportunities within your base, retaining business through up-selling and cross-selling
- Build strong relationships with your customer base through following a contact strategy, providing account reviews, answering questions and solving issues
- Have meaningful conversations with customers, understanding their needs making suggestions on what products and services would benefit them the most
- Retain business through keeping customers under contract





Microsoft Partner



Personal Attributes

- Must have good literacy knowledge and skills in Microsoft Word and Excel
- Self-motivated
- Strong communication, time management and organisational competencies are necessary to maintain customer satisfaction
- Confident, results driven and able to function independently or as part of a team
- Analytical skills to identify customer needs and be able to propose a solution of benefit to the customer
- 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.

