

# Account Development Manager



<b>Job Title</b>	Account Development Manager
<b>Department</b>	Sales
<b>Office Location</b>	Market Harborough
<b>Work Location</b>	Field Based (4 days), Head Office (Mondays)
<b>Line Manager</b>	Paul Monger – Field Sales Manager
<b>Your Team Members</b>	Account Development Managers
<b>Salary</b>	£28,000 to £32,000 pa plus bonus and commission

## About The Role

This is a fantastic opportunity to join our passionate and driven Account Management Team. The Account Manager serves to understand the customer's needs, plans how to meet those needs and generates sales for the company as a result. You will be proactively managing and developing existing and prospective Welcomm customers within a geographical area, achieving targeted levels of customer re-signs and sales of fixed line telephony, mobile, IT, digital and energy solutions.

In a business that is continually evolving and changing, we are seeking experienced individuals to drive our business forward in this exciting time.

## Key Responsibilities



Work with your accounts to identify, sell and expand suitable solutions, products and services across Welcomm's portfolio, achieving quarterly sales targets, clearly understanding your customers' business needs.



Build strong relationships with customers through quality calls and meetings, uncovering new opportunities, positively challenging obstacles and customer concerns and analysing customer needs and future plans in order to identify solutions to current and future problems.



Ensure all customers with airtime and contractual agreements are re-signed prior to their agreement/contract expiry date.



Work collaboratively across all areas of the business, gaining advice from product experts to expand your knowledge of Welcomm's product portfolio and drive solutions for customers.

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## About You

We are looking for a passionate and driven sales professional with a strong customer focus who has experience and a proven track record of account management, preferably field based. You also need to be a quick learner to be able to adapt and embrace new technologies.

Really important to us is that you are able to establish and earn trust from your customers, demonstrating concern for their business and actively listening to identify their needs and propose solutions to benefit them.

## Experience, Qualifications & Skills



- ✓ 3+ years in account management or sales
- ✓ Experience and a proven track record of account management or sales, preferably field based
- ✓ Confident & influential communicator
- ✓ Positive, proactive & professional approach
- ✓ Effective time management & organisation skills
- ✓ Ability to independently prioritise and multi-task
- ✓ Full, clean UK driving licence
- ✓ Ability to travel within the UK, including occasional overnight stays where necessary
- ✓ Experience of the IT, fixed line or mobile industry and CRM systems (desirable)

# Why Welcomm?

We're serious about talent.



## Competitive Salary

We offer a competitive salary, bonus and commission, and an enhanced annual leave entitlement with the option to purchase additional days. We also love to reward our employees with attendance and long service awards and employee recognition events, awards and incentives.

## Wellbeing Support

We are a key advocate of wellbeing and offer a variety of support for our employees including company sick pay, healthcare cash plans to help with medical and therapy bills, 24/7 GP access, employee assistance programme (EAP) and employee benefits through Perkbox and O2 Priority.

## Committed to Development & Success

We strive to achieve a family-friendly culture and to create possibilities for all with ongoing training and development through our accreditation and training programmes.

You'll have the opportunity to work in a flexible and agile environment and whilst the role is advertised on a full-time basis, we would be happy to discuss possible flexible working options to help make this the right role for you.

## Corporate Social Responsibility

At Welcomm we take our corporate social responsibilities seriously. We are very active in our community, proudly supplying communication solutions to many local businesses, fundraising for our charity partners, as well as sponsoring and volunteering at local events.

## Equality, Diversity & Inclusion

We embrace diversity at Welcomm. This means giving full and fair consideration to all applicants and continuing development of all employees regardless of age, disability, neurodiversity, gender reassignment or identity, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.

We are also more than happy to provide reasonable adjustments during our application and interview process to enable you to present your best self.

**Note:**

As part of our partner agreement with O2, we are required to carry out a Basic Disclosure (Criminal Conviction Certificate) check for all of our employees.

# Introducing Welcomm

An Award-Winning Business



*“Transforming the way businesses communicate & operate.”*

## About Us

We are an award-winning supplier of managed business communications based in the midlands.

Since our business began in 1989, our goal has remained the same... **connect businesses to their customers.**



## A Customer of Welcomm is A Customer Of...

**Mobiles**

**Telephony**

**IT Solutions**

**Business Utilities**

*“Since joining the business in September 2021, Welcomm have been nothing but welcoming. Staff are not only supported but valued, rewarded and recognised for just doing our jobs!*

*Whether it’s fun-filled office days speaking to customers, welfare activities or just a thank you – I feel genuinely appreciated. I can’t wait to see where my future as a member of Team Welcomm leads!”*

Joanne Astin – Account Development Executive

