

NetworksCentre.

JOB DESCRIPTION

JOB TITLE:	Sales Account Manager /Junior Sales Account Manager
REPORTS TO POSITION:	Sales Manager or equivalent

Company Details

Networks Centre is one of the UK's leading End to End IT infrastructure suppliers. Since its inception in 2005, Networks Centre has provided solutions and services to customers working in various markets, helping them to specify and deploy technology leading systems.

The company operates in three main arenas: Data Centre, Connected Enterprise and Wide Area Networks. Core products range from: fibre optic and copper twisted pair cabling infrastructure systems; rack level power and monitoring solutions; enclosures and containment and test & measurement equipment.

Networks Centre offers a wide variety of services including: warehousing and logistics, training and education, custom product assembly and equipment rentals.

Job Purpose

The main purpose of the Account Manager role within the Sales team is maintaining and developing new and existing Customer Relationships, managing customer accounts to gain as much revenue and profit as possible.

Tasks and Main Duties

- Achieving / exceeding Sales Targets.
- Achieving / exceeding SMART Goals.
- Understand, develop and promote the Company's business objectives and participate with total enthusiasm and commitment to achieve and exceed them.
- Represent the company to the customer to ensure that all business objectives are achieved; primarily looking at sales, margin, performance and quality.
- Identify and secure all New Business opportunities.
- Ensure regular business reviews are undertaken with the Line Management and relevant Company personnel.
- Agree with Management appropriate measures (Key Performance Indicators) to monitor performance to achieve the Company's objectives, ensure that they are kept up-to date and displayed prominently.
- Ensure that you fully understand your work requirements and duties and have received the correct supervised training in accordance with the Company's training requirements to enable you to undertake your duties.
- Generating sales through proactively seeking opportunities with new customers, existing accounts and non-spending accounts.
- Meeting your prospecting call and D2D call targets which will be advised by your line manager.
- Manage a portfolio of accounts D2D; maintaining and expanding the working relationship throughout the business and ensuring that they are fully aware of our complete products range.
- Maintaining a high conversion rate of prospective accounts into spenders, target will be advised by your line manager.
- Demonstrate product knowledge and ensure this is applied to all calls.
- Complete QC's, maintain SLA's and service all customers to a high standard.
- Answer the phones and deal accordingly.
- Manage and update the CRM on the database.
- Complete and maintain customer profiling and UDAs on a regular basis

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- Maintaining a good working relationship with the external based in the region.
- Supporting the external with quotations and customer relations when out on the road.
- Building up and maintaining your region territory.
- Supporting other SAM's working within your region and covering their work whilst away on leave.
- Generate and maintain a credible forecast for accounts in your regional territory and provide this information on a regular basis to Senior Management
- All Customer Complaints processed to a satisfactory conclusion

Person Specification - Technical

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| • GCSE Maths and English (A-C Grade of Above) or equivalent | Essential |
| • Understanding and appreciation of Basic costing principles | Essential |
| • Understanding and appreciation of Basic sales principles | Essential |
| • Experience and appreciation of computerised business systems | Essential |
| • Basic skills in Microsoft Office | Essential |
| • Excellent attention to detail, quality and accuracy | Essential |
| • Ability to work as part of a team | Essential |

Person Specification - Behavioural

- Build effective and constructive relationships
- Attention to detail
- Positive can-do attitude with a hard work ethic
- Communicate clearly, professionally and concisely.
- Organisation and timing
- Work collaboratively with others in pursuit of team goals.
- Ability to work under pressure
- Customer-orientated

Organisation Chart

See Company handbook.