

Internal Account Manager

Reporting To	Sales Manager
Overall Purpose	To grow via telephone sales, through new business development and account management a portfolio of public sector accounts. Through effectively selling the full range of XMA's products and services in order to maximise revenues and margin and achieve set targets.

Key Areas of Responsibility	Measures
To grow, qualify and develop a spending customer base of Key accounts across multiple markets, through pro-active outbound cold calling and prospecting, selling the full range of XMA's Products and Services. To build and maintain a working database of customers. To work with an External aligned Client Manager to develop new business and maintain existing spend levels of top accounts.	<ul style="list-style-type: none"> • Achievement of set sales, profit and gross margin targets for allocated products and services, including the management of delivery costs, and add-back's • Achievement of set Key Performance Indicators as set out by Manager, such as Number of Outbound Calls and TalkTime, Quotes Generated, accounts Served. • Satisfactory building and maintenance of customer portfolio including correct contact details, buying preferences and ongoing business needs. • Correct product and vendor mix is maintained by daily monitoring of performance against set targets • Evidence of effective up/cross/switch and add-on selling skills • Effective application of sales and product training • Use of relevant data to identify customer buying patterns and the maximisation of business potential • Opportunities are created, accurately maintained and closed off in CRM • All named, and/or targeted customers' profiles are completed and current on CRM • Forecasts and pipeline documents are provided on a weekly basis and are accurate within a given tolerance • Customer is on the price band which accurately reflects market conditions • To build an understanding of the structure of XMA, how and when to engage with other departments e.g. Pre Sales, Sales Support
To ensure that customers are managed efficiently and effectively, providing a high level of customer service at all times.	<ul style="list-style-type: none"> • Timely resolution of customer problems and queries, and managing the outcome and the result • Customers' expectations regarding delivery dates are managed effectively • The customers' serviceability requirements are understood • Timely and effective use of all reactive/proactive communication media and marketing and communications, e.g. responding to incoming calls, and emails, letters, faxes, etc, making 'cold' and other outgoing calls, etc • Evidence of effective working relationships with other departments to resolve customer problems

<p>To actively keep up to date regarding market and competitor intelligence.</p>	<ul style="list-style-type: none">• Effective use of various industry media and communications-e.g. Internet, publications and magazines, etc• Industry news and issues are highlighted to the Sales Manager, via meetings, reports, etc
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This is not an exhaustive list

Essential Skills / Experience required for this job
<ul style="list-style-type: none">• Hard Working Pro-active Sales Person who understands the essence of selling and what it takes to be successful• Shows excellent customer relation skills and ability to build relationships with key accounts• Excellent communication skills• Knowledge of IT hardware and services• Solution-based sales/ability to seek opportunities to up sell.• Inspire respect from everyone at all levels both internally and externally• Rapid response to opportunities• Time Management skills• Team Player• Excellent MS Office (Word, Excel, Powerpoint)