

Job Description – Account Manager



Job Title:	Account Manager
Department/Group:	Sales Team (Tender to Order)
Location:	Farringdon, London & Bodiam, East Sussex
Position Type:	Full time 08:00 to 17:00 – 1 Hour Lunch
Holiday Allowance:	20 days per annum plus bank holidays
Additional Benefits:	Inclusion in the Nest pension scheme, company car, bonus scheme

Job Description

OVERVIEW

A new permanent position has arisen to join the Sales team at a dynamic company – GreenBlue Urban. With time split between the London office in the heart of Farringdon and the purpose build Head Office in Bodiam, East Sussex the Account Manager will require a flexible approach working between both locations. The role of the Account Manager is to successfully support both new and existing customers to generate sales. Managing specified Key Accounts and customers, by regional split, to continually develop relationships to achieve the strategic sales plan, expanding the customer base meeting and exceeding sales targets.

ATTITUDE AND CHARACTER

Primary attributes looked for from the candidate are as follows:

- A positive 'can do' attitude, self-motivated and goal driven
- Excellent attention to detail and accuracy
- Humility, Respectful & Courteous
- Ability to work under pressure and to set KPIs
- Reliable, tidy and well organized and trustworthy
- Efficient time management
- Ability to learn and adapt quickly
- Clear and concise communication qualities including excellent verbal communication
- Ability to work well alone and as part of a team
- Able to multi task, prioritise, manage time effectively, use own initiative
- Eager to contribute to the expansion of the company

ROLES AND RESPONSIBILITIES

Main duties include but are not limited to –

- Conducting sales calls regarding current pipeline projects from tender to close, seeking to close projects with the goal of installing GreenBlue Urban products as specified.
- Identifying new sales opportunities within existing accounts to retain a client-account manager relationship.
- Managing and solving conflicts or queries with clients, preferably being proactive so a conflict does not arise.
- Attending meetings with current clients on a regular basis as required, establish targets for each prospective client, representing the GreenBlue Urban brand and ethos to the outside world.
- Selling the value that GreenBlue Urban provides both in person, via email and on the phone, whilst enhancing the company's reputation.

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- Attending and representing GreenBlue Urban at industry events. Networking across all relevant sectors to create new relationships and opportunities.
- Generating sales by working with the GreenBlue Urban team to reach company targets for orders received and invoiced sales, whilst meeting and exceeding KPIs and individual revenue goals.
- Showing extensive product knowledge and practical application, to support GreenBlue Urban's customers with technical queries. Keeping clients apprised of any new information ascertained by working closely with the Marketing and Operations Departments.
- Using and understanding all elements and functions on CRM, or any other relevant company systems with accurate record keeping.
- Continually learn and develop in terms of our products, arboriculture, construction and selling.
- Effectively manage one's own time to meet KPI call volumes, meetings, customer appointments, deadlines etc
- Attending site visits to assist customers with GreenBlue Urban product installations
- Contributing to sales strategy on new markets and opportunities, with cross departmental interaction as and when required.
- Assisting colleagues as and when required if technical queries exceed their knowledge bases / capabilities.
- Managing, maintaining and growing a London presence for GreenBlue Urban Limited, meeting and greeting visitors to the show room and providing information and literature on GreenBlue Urban and the products.
- Fortnightly attendance to the evening networking event to be held at the London show room *

Please note this list is not exhaustive

SKILLS & EXPERIENCE

- Minimum 3 years experience preferably in a business to business environment, comfortable with speaking to people over the phone, via email and in person.
- Experience of working to targets & KPI's is essential.
- Aptitude and past experience of a business environment is vital
- Proficient with Microsoft Dynamics CRM system is desirable though not essential
- Skilled in Microsoft Office Suite
- To be able to maintain a customer focused approach at all times
- To take ownership of actions, seeing them through to completion

ADDITIONAL NOTES

- A companywide bonus scheme is in place based on monthly sales revenue as opposed to individual sales performance bonus. Inclusion within the scheme will be on successful passing of probation period.
- Probation period of a maximum of six months, to take into account the long sales cycle.
- A full and clean driver's license is essential due to the location of the Head Office premises, in Bodiam East Sussex as well as to attend meetings and sites outside of London.
- The onboarding will be around 4-6 weeks, primarily at Head Office to become familiar with the culture, products and team members.
- Travel to the London office will be the responsibility of the employee, a company car can be provided if required. Mileage claims being reimbursed retrospectively on a monthly basis.
- Performance will be monitored against KPI's, these will be low in the early months but will be taken into consideration at probationary reviews.