

VERSION 1.1
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JOB DESCRIPTION

SENIOR ACCOUNT MANAGER

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MICRON COMMUNICATIONS LIMITED
UNIT 3B COLDHARBOUR BUSINESS PARK
SHERBORNE DORSET DT9 4JW

Title:	Senior Account Manager
Reports TO:	Sales Director
Escalation:	Managing Director

PURPOSE OF JOB ROLE:

Your role is to win new Hospitality clients for Telephony, IT and WIFI solutions, typically with large branded and high-end boutique hotels and groups in the UK. You will be required to generate your own leads through networking activities as well as managing a small list of growing key accounts who will be adding properties to their portfolios. Existing knowledge of our preferred solution partners; Mitel, NEC, HP, Cisco and Ruckus and a desire to learn more is essential to develop in this role.

Your primary objective will be selling high value hospitality technology solutions, with a focus on building ongoing revenue streams into these solutions.

KEY ACCOUNTABILITIES

Below is a list of key activities associated with the role. The list is non exhaustive, and the employee will from time to time be asked to fulfil other duties as directed by the Management Team.

- Work closely with the Sales Director to develop a target list and new business sales strategy
- Update the Sales Director weekly with KPI's and activity plans
- Build relationships with key influencers and stakeholders within the UK hotel sector and apply your sound commercial skills towards delivering tailored solutions to meet their requirements
- Achieve/exceed GP targets, broken down into Capex and Opex, new product sales growth and customer satisfaction
- Keeping up to date records in CRM for sales, customers and correspondence
- Networking into new business channels in a demonstrable and structured manner
- Maintain and grow a small number of key accounts
- Have a proactive and industrious attitude towards learning
- Manage and maintain a sales pipeline and provide regular forecasts to the Sales Director
- Provide detailed and accurate project handovers to the fulfilment teams

QUALIFICATIONS & EXPERIENCE

- Minimum 3 years' experience of high value solution selling which includes nurturing and growing existing relationships
- A strong knowledge of data networks and converged platforms; both on premise and cloud
- Proven ability to develop and maintain an effective network of contacts and build relationships at all levels within organisations
- Experience of working on large single site and group multi-site tenders

SKILLS & BEHAVIOURS

- Confident and experienced engaging with customers up to C-Level
- Excellent communication, presentation, and relationship management skills both verbal and written
- Ability to independently manage and develop customer relationships
- Will always be accountable and transparent
- Flexible with a 'can-do' attitude
- Maintain productive, professional and secure working environment
- Be effective and productive in a home working environment

I have read and understand all the contents of this job description. This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they currently exist but is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment. Therefore, you may be required from time to time to carry out tasks requested by the Management/Directors.

Employee name: _____

Employee signature: _____

Date: _____

Directors signature: _____

Date: _____