

VERSION 1.2  
AUGUST 5, 2021



## JOB DESCRIPTION

TELEPHONE ACCOUNT MANAGER

PREPARED BY: TINA WHITMARSH

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

<b>Title:</b>	Telephone Account Manager
<b>Reports to:</b>	Sales Manager
<b>Escalation:</b>	Managing Director

### PURPOSE OF JOB ROLE

As part of the Sales team, you will be responsible for proactively managing and growing existing Hospitality and Commercial accounts. Delivering excellent customer service through frequent contact with our clients you will identify new opportunities for; connectivity, IT network, software, Wi-Fi and telecoms solutions through effective outbound calling.

You will be responsible for maintaining accurate client records, all correspondence must be recorded in a timely manner in Salesforce. In addition, you will be required to create quotes and re-establish contact with lapsed clients.

You will maintain and develop a thorough understanding of the products and services Micron offers, this knowledge is essential for providing excellent customer service and increasing revenue.

### KEY ACCOUNTABILITIES

Below, is a list of activities/duties generally involved in 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.

- Proactively manage a portfolio of accounts at either site or group level, ensuring the technology solutions fulfil the client's requirements
- Identify and log GAP information against accounts to better understand our client's current and future needs, review frequently with the aim to increase product holding
- Maximise contract terms and retention
- Prioritise day to day sales case queries, answering or quoting within 48 hours
- Arrange client meetings to review their account via video conferencing (Microsoft Team's), collaborating with other departments where appropriate
- Log activity of calls and emails between accounts enabling all departments to understand our clients and better
- To increase and develop relevant contacts and new account opportunities, sharing these leads with the external sales team
- Monitor competitor activity relating to clients, and identify any threats and share findings with sales team
- Achieve objectives set by your line manager
- Gather information required and include handover notes after a quote is won to enable a smooth journey through Micron departments.
- To foresee and escalate problems / negative feedback before or as soon as aware to line manager

## QUALIFICATIONS & EXPERIENCE

- Minimum 1 year telephone account management experience
- Minimum 2 years customer service experience
- A proven track record of growing sales and opportunity pipeline
- Experience and knowledge of connectivity, IT networks, software, Wi-Fi and telecoms solutions
- Experience in working towards targets
- Experience in managing hospitality accounts
- Good knowledge of MS Office – Word, Excel, Outlook

## SKILLS & BEHAVIOURS

- Ability to engage with clients on the telephone in a confident and professional telephone manner
- Strong verbal and written communication skills
- Organised and self-motivated
- Confident but personable and engaging with clients
- Effective listening skills
- Good attention to detail
- Ability to priorities and work on multiple tasks
- Excellent timekeeping and time management
- Supportive and helpful team member
- Flexible with a 'can do' attitude

To be kept in staff file:-

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: \_\_\_\_\_

HOD / HR signature: \_\_\_\_\_

Date: \_\_\_\_\_