

VERSION 1.3
APRIL 5, 2022



JOB DESCRIPTION

TELEPHONE ACCOUNT MANAGER

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

Title:	Telephone Account Manager
Reports to:	Sales Manager
Escalation:	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 (circa 200), ensuring the technology solutions fulfil the client's requirements
- Maintain regular contact with clients by phone and email to build and maintain good customer service
- Maximise revenue opportunities from existing clients by pursuing undeveloped areas identified during review meetings
- Monitor and prioritise sales enquiries, action and update client
- Follow up quotes with the aim to secure new business
- Work closely with the Sales Administrators, providing detailed information for quotes to be raised
- Maintain client's records in Salesforce with call and email activity is accurate and up to date
- Work closely with the external sales team, providing details of any new account leads / opportunities you may be informed for them to make contact
- Meet and exceed individual and team's targets
- Work collaboratively within the team to ensure customer journey milestones are achieved
- Provide the Sales Manager regular update during your team and 1:1 meetings

QUALIFICATIONS & EXPERIENCE

- Minimum 2 years customer service experience
- Minimum 1 year account management 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

TRAINING

We will support individuals to maintain their technical knowledge required for them to fulfil the requirements of their role, this will be a combination of internal training, suppliers training and the scope to include professional training courses subject to approval / budget.

Training needs will be identified through 1 to 1's, annual reviews and development plans, this is not limited to technical knowledge it will include; customer service, soft skills and managerial, these will be discussed and agreed with the Directors and HR.

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: _____