

PREPRARED by: tiNA whitmarsh

micron communications limited

unit 3b coldharbour business park sherborne dorset dt9 4jw

Job description

SENIOR account MANAGER

Version 1.3

September 22, 2023

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| **Title:** | Senior Account Manager |
| **Reports to:** | Sales Director |
| **Escalation:** | Managing Director |

## PURPOSE OF JOB ROLE:

Your role is to account manage existing Hospitality clients for Micron’s technology solutions, such as Connectivity, IT, Network, Software, WIFI and Telecoms solutions. Your customer base will typically be large branded and high-end boutique hotels and groups in the UK.

You will be required to generate commercial opportunities through regular meetings and consulting well as growing accounts that will add properties to their portfolios.

Existing knowledge of our preferred solution partners, including but limited to; Aruba, HP, Microsoft, Mitel, NEC, Cisco and Ruckus and a desire to keep up your product and industry knowledge and learn more is essential to develop in this role.

Your primary objective will be nurturing high value hospitality clients and their technology solutions, with a focus on building trusted relationships to deliver 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.

* Maintain weekly KPI’s and activity plans
* Build relationships with key influencers and stakeholders within specific business sectors and apply your sound commercial skills towards delivering tailored solutions to meet their requirements
* Achieve/exceed OPEX (Recurring Revenue) based Targets through new business sales growth
* Keeping up to date records in Salesforce for sales, customers and correspondence
* Maintain a designated number of key accounts
* Support TAMs with site visits to customers
* Identifying opportunities within our existing database for cross selling / upselling
* Negotiating and closing new sites through expansion of existing customers portfolios
* Have a proactive and industrious attitude towards learning
* Manage and maintain a sales pipeline and forecasts for the Sales Manager
* Provide detailed and accurate project handovers to the fulfilment teams
* Maintain knowledge of industry technology and keep up to date with industry news
* On occasion, networking into new business channels in a demonstrable and structured manner

QUALIFICATIONS & EXPERIENCE

* Minimum 3 years’ experience in selling technology solutions
* A proven track record of maintaining and delivering a sales pipeline of recurring revenue
* A strong knowledge of ICT solutions; 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 with large single site and group multi-site clients
* A valid driving licence is required as this is a field-based role

SKILLS & BEHAVIOURS

* Confident but personable and engaging with clients
* 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

## Training

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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Manager / HR signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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