

Position Description

Position Title Account Manager

Department Sales

Reports to Sales Manager

Location Hobart

Organisational context

Tastel Community Telco is a regionally based company developed to provide efficient and effective communication services and solutions to meet the current and future needs of Tasmania. By harnessing the strength of demand aggregation, Tastel Community Telco is able to influence the strategic plans of common carriers to offer service equality and market competition.

Job summary

- Develop and implement strategic plans to retain and grow existing accounts and achieve sales and revenue targets.
- Cultivate and develop strong working relationships with key clients and their stakeholders to provide business consulting and advisory services.
- Provide professional advice, solutions and contracts that both maximise the operations and profitability of key client accounts and meet franchise sales and revenue targets.

Duties and responsibilities

- Cultivate and develop strategic relationships with key corporate accounts to retain and grow existing accounts, increase regional market share and achieve sales and revenue targets.
- Identify opportunities to maximise the value provided to key clients and strengthen key client relationships to meet sales and revenue targets.
- Develop key account plans to retain and grow existing accounts and attract and acquire new client accounts.
- Develop and implement solutions that add value to the customer's business via increased efficiencies, improved service delivery, enhanced quality and/or cost savings and benefit the franchise in terms of sale and revenue.
- Understand the customer objectives, buying criteria and decision making processes and form long term business partnerships in order to leverage revenue from the relationship

and promote the organisation as a quality supplier with the aim of achieving 'preferred' supplier status.

- Accept responsibility for work in progress and client relations.
- Provide timely and effective problems solving techniques to ensure harmonious client and supplier relationships and the retention of key customer accounts.
- Prepare high quality sales presentations and effectively deliver them to both senior level decision makers and business partner sales personnel in a way that generates results.

Key performance indicators

- Meet and exceed sales targets/budgets.
- Develop strategic account plans for each key customer.
- Establish and develop a strong sales pipeline volume equal to or greater than three times the monthly revenue target.
- Identify and qualify potential sales opportunities.
- Progress leads and contacts into sales.
- Maximise the profitability of existing accounts.
- Ensure that all sales documentation and reports are developed in line with company branding guidelines and business standards.
- Ensure that all sales forecasting tools are used to track the progress and outcomes of all business prospects.

Key selection criteria

- Well developed people and communication skills, demonstrating effective negotiation abilities with both internal and external customers/clients.
- Advanced relationship management experience in order to build and maintain a strong solutions provider rapport with customers.
- Extensive experience in delivering the service requirements of clients in a positive and proactive manner.
- Attention to detail and the ability to multitask and work to tight deadlines.
- Previous experience in a similar role.
- Experience selling telecommunication solutions to medium and large enterprise organisations.

Competencies

- Ability to resolve problems
- Strong ICT knowledge and ability to learn
- Dedication and drive to succeed
- Commitment to achieve sales targets
- Ability to balance sales and service elements of position
- Ability to build strong, long-term business relationships.
- Tenacity and commitment to continuous performance improvement.
- Strong integrity
- Excellent communication, presentation and facilitation skills

I accept the position description as outlined above for the role of Account Manager.

Date of acceptance:

Employee Name _____

Employee Signature _____ Date _____

Next Level Name _____

Next Level Signature _____ Date _____