

## Internal Account Manager

Dept

Sales and Account Management

Reports to

Head of Local Government

### Job overview

Responsible for seeking new business opportunities with particular emphasis on the Anti Social Behaviour Market including Local Authorities, Police Forces and Housing Associations. Working independently to secure sales or alongside the relevant Account Manager, working with them to bring them to fruition.

The role is also responsible for helping build long-term relationships with customers and maximise the retention of those customers for the length of their relationship with Me Learning by enhancing their contract to include further products .

The role will undertake administrative duties as it pertains to the sales department. Utilising skills to make certain that all sales people have the relevant literature to maximise sales potential of the ASB suite of courses. Meets regularly with sales employees to make new plans regarding sales or how to improve the job.

### Responsibilities and duties

- Generate and process new ASB sales leads
- Ensures ASB sales are on track with sales goals
- Working centrally, answers phone calls, emails and website enquiries from customers and deals with queries as they arise
- Takes potential sales information and acts on it either by pursuing personally or by informing the relevant AM
- Customer Gap Analysis (opportunity identification)
- Renewals (Reviews / Reports / Adding Value)
- Follow up with customers to make sure that they are satisfied with the ASB product. Exploring whether it can be enhanced and or extended.
- Makes sure that AMs are informed of potential sales opportunities in their area.
- Provides any necessary data or reports to the sales and account management team
- Arranges appointments with customers and AMs

# Job description

- Acknowledges customers by responding to emails, queries and phone calls
- Updates all contact information for clients within Microsoft Dynamics 365
- Deals with any customer complaints and resolves the issue as necessary
- Does any necessary administrative work including Microsoft Dynamics 365 input.
- Feedback to Dev team on customer feedback to continue to develop the product.
- Provide Quarterly sales report to partner (Stockport)
- Manage an ASB contact database centrally (to avoid duplication of contact)
- Work with Marketing to generate leads

## Desired / required qualifications

### Work experience

- Experience of working in Sales / telephone sales.
- Experience of Account Management and customer relations
- Experience of digital learning and its use and benefits

## Desired / required skills

- Excellent project management skills.
- must be able to interact effectively with customers
- good customer service and excellent communication skills
- Excellent organisational and prioritising skills.
- A professional approach and manner.
- Excellent teamwork skills to work effectively with other sales and product development professionals in the company
- Experience in building relationships with relevant third party partners.
- A high level of attention to detail.
- Excellent listening skills.
- Good level of numeracy.
- Experience in Microsoft Word and Excel.
- People Person,
- Great Verbal and Written Communication Skills,
- Good experience of customer relations,