

Job Title:	Midlands Account Director	Salary:	£28,000 - £35,000
Reports to:	Head of Account Management	Department:	Account Management

Job Description:

You will be accountable for an existing client base, renewing their existing services and adding additional revenue by proactively up selling and cross selling products and services across our portfolio. This will be our Midlands client and you will be accountable for between 150-200 clients.

You will report directly to the Head of Account Management

Duties and Responsibilities:

- To be accountable for a customer base of existing customers, adding additional revenue by proactively up-selling products and services where possible.
- To meet set monthly GP target, churn and product penetration targets on a monthly basis
- Renewing customers' existing services with a strong emphasis of up-selling to the existing base and driving out additional revenues via the other avenues within our group.
- Prepare and present proposals and presentations to corporate standards, ensuring these are accurate and are tailored to the specific opportunity.
- Key focus on white space to increase wallet share (services in our portfolio not with Rydal currently)
- Actively and successfully manage the sales process, needs analysis, value proposition, proposal negotiating, close and hand over to the Provisioning Team and continue to manage the relationship.
- Weekly & monthly sales forecast and reports as required
- Reviewing existing customers' current services in a proactive manner using our CRM to ensure they are best informed on how to truly utilise the products they have.
- Understanding our flagship product and being able to demo this to clients effectively
- Full knowledge on the other products in our telecom's portfolio
- Ensuring all productivity and performance KPI's are met and reported on a monthly basis
- Maximising profit and margin generation achieving monthly, quarterly and annual sales targets.
- Obtain additional information where possible to maximise customer contact details and build strong lasting relationships.
- Engage with multiple customers on a daily basis by reaching out to new clients in the form of Telephone, Email & Face to Face Meetings.
- Using our CRM system aligned with company policy

Knowledge, Skills and Experience Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required

- 2+ years of Field Based Management experience as a minimum
- Leasing experience a must
- A track record of continuous professional growth.
- Extremely organised and professional, with a results focused mentality.
- Strong background in presenting products and solutions via both face to face and online to various levels.
- Excellent all-round interpersonal and communication skills with the capacity to manage / influence all levels (internally and externally).
- Excellent presentation skills with an inherent ability to close business opportunities and spot additional opportunity in a warm customer base.
- Strong verbal, written and presentation skills.
- Excellent customer relations skills.

Benefits:

- Competitive Salary and uncapped commission.
 - You will be provided with a Company Car or Car Allowance, fuel card, laptop and mobile phone.
 - 22 days annual holiday + 8 bank holidays.
 - Loyalty Holidays.
 - Profit/Commission share when bringing product specialists in. The same applies when you're brought into a client to sell telecoms too
 - Annual Bonus
 - Annual Holiday Incentives with the sales team
 - Medicash Health Benefit.
 - Pension with Employer contributions.
 - Free onsite parking.
 - The opportunity to grow and develop skills.
 - Company Events and Incentives.
 - Full appreciation and reward of hard working and long-term commitment.
 - OTE - £83,000 based on hitting target, KPI's & churn metrics.
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