

Job Title: Account Manager

Department: Sales

Reports to: Sales Manager

Overall purpose of the role:

To grow an existing base of accounts by upselling and cross selling the existing and new Peoplesafe products and protect the base from churning by renewing customer contracts

Key Responsibilities

- Highly organised with excellent attention to detail and the ability to execute a sales strategy.
- Proven tangible track record of consistently achieving and exceeding sales targets.
- Experience within a metric and target environment able to deliver daily, monthly and annual targets.
- Forecast & deliver on KPI's on a weekly and monthly basis.
- Use a variety of styles to persuade or negotiate appropriately.
- Research and build relationships with clients.
- Demonstrable commercial acumen.
- Confidently deliver presentations face to face to various audiences and at trade and industry events, as well as via Teams.
- Be able to work cross functionally with other departments to improve and enhance the customer experience for all customers.
- Able to self-source and generate own opportunities.
- Keep abreast of current industry news or insights relevant to the business to help with sales strategy and increased knowledge of sector.

- Handle objections by clarifying, emphasising agreements and working through differences to a positive conclusion.
 - Excellent CRM management – including accurate record keeping & daily updates on the company's CRM.
 - Manage customer queries such as contract, billing if other departments need their support.
 - Continually evolve and develop Account Development plans for each customer in the territory.
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Please also be aware of and follow the Peoplesafe policies and procedures, with particular attention to health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

Peoplesafe reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the job.

Role Experience, Knowledge and Skills Profile

Job Title: Small Medium Business Account Manager

	Essential	Desirable
Experience & qualifications	<ul style="list-style-type: none"> • 2 years minimum experience of working in a professional sales environment. • Proven & tangible sales track record. P60's & league tables and record of sales performance • A degree qualification or equivalent in a relevant business discipline is preferred. • Able to verbalise and demonstrate a sales process methodology. • Experienced presenter face to face and on the phone. • Demonstrable experience in pipeline management and forecasting. • Highly experienced in objection handling and sales processes. • Demonstrate substantial knowledge in CRM management 	<ul style="list-style-type: none"> • Some understanding of the employee at risk environment and the key sectors we operate in. • Ideally a level of understanding of a tender process • Experience in selling within the tech products or software solutions space. • Demonstrates advanced sales knowledge for the purpose of innovative sales techniques

	<ul style="list-style-type: none"> • Able to communicate both written and verbally to the highest level, with professionalism, clarity and confidence. • Formal sales training whether inhouse or through external sources. 	
Knowledge	<ul style="list-style-type: none"> • CMR management • Sales cycle process • Excellent forecasting and pipeline management • Understands the most effective methods to prospect and hunt for new business opportunities whilst focusing on retention of existing pre defined account base 	<ul style="list-style-type: none"> • Experience in Salesforce
Skills	<ul style="list-style-type: none"> • Able to communicate both written and verbally to the highest level, with professionalism, clarity and confidence. • Able to present confidently using various platforms i.e., PowerPoint, Microsoft teams. • Ability to establish and maintain cooperative working relationships with team, colleagues and consultants/suppliers and stakeholders in a professional, consistent manner. • Ability to exercise judgment and use initiative to solve tactical problems where the answer is not apparent. • Demonstrate best practice at all times. • Ability to become an industry expert in the personal safety working space. 	

	<ul style="list-style-type: none"> • Good working knowledge of Microsoft Office including Outlook, Excel & Powerpoint
Personal style and behaviour	<ul style="list-style-type: none"> • Proactive and can use initiative • Positive and 'can do' attitude <ul style="list-style-type: none"> • Able to show empathy and understanding of client's needs and requirements • Ambitious with drive and determination to succeed but also to exceed target delivery • Can deploy assertive tactics where appropriate in the sales process • Competitive spirit • Takes responsibility for personal style and behaviour
	<ul style="list-style-type: none"> • Displays high levels of tenacity • Strong attention to detail and error-free delivery. • Personable, can forge sustainable working relationships with colleagues and customers • Flexible and open to changing priorities and managing multiple tasks simultaneously within compressed timeframes.
Other essential requirements	<ul style="list-style-type: none"> • Clean drivers' licence