

### **Junior Account Manager IT - May 2018**

Commerce-Connections Ltd. was founded as an independent B2B/EDI service provider in 1999 to address the increasing demand for B2B software and services. Our main office is in Woking and in 2007 we expanded into Hong Kong with a fully-owned subsidiary.

Currently, we are seeking a Junior Account Manager, to be based in Woking, to support the EDI Division of Commerce-Connections. For more information on our EDI products, please visit the following site:  
<http://www.commerce-connections.com/>

The Junior Account Manager is responsible for the full sales lifecycle as it pertains to the current customer base of the company. This position must create active customers to up-sell products and services by developing a thorough understanding of their business and technology needs.

### **Prime Responsibilities**

- Work with active WebForms customers to develop a thorough understanding of their needs. Translate those needs into product requirements that satisfy the customers' demands
- Cross-selling and up-selling services and solutions to existing accounts
- Communicate features and benefits of solutions effectively and manage prospect expectations throughout the lifecycle of the account
- Receive requests for service and products details from customers and provide timely responses
- Conduct online demonstrations that showcase the services and products of the company to new and active customers
- Maintain in-depth product knowledge of the company's service offerings and keep abreast with technical advances
- Perform sales procedures, through activities and opportunities in Lotus Notes and Excel, whilst complying with defined company policies and procedures
- Achieve and maintain a positive rapport with customers and give them the best possible service
- Conduct annual reviews with all customers
- Qualify new business sales calls and update the Sales Cycle Manager tool with details accordingly
- May be required to do ad-hoc sales administration for senior account managers

### **Key Performance Indicators (KPIs) - The success of the job holder will be assessed against the following:**

- First three months: the successful candidate will be put on a probation & training plan, where targets and expectations will be given
- Upon successful completion of probation a sales plan will be agreed

### **Key Skills**

- Fluent in written and spoken English
- Good knowledge of IT industry and have technical IT skills
- Ability to build and develop business relationships with customers
- Ability to learn and retain information quickly
- Well organised and able to work to tight deadlines
- Excellent communication skills, both written and verbal
- Self-motivated and disciplined with the ability to work to own targets
- Able to cooperate equally well in a team as well as work independently and unsupervised
- Strong telephone skills

- Attention to detail
- Target driven
- Need to have a hands-on approach
- Open to new ideas, flexible and adaptable, especially when things do not go to plan
- Good team player who must be able to build good internal relationships
- Effective influencing skills

### **Knowledge & Experience**

- Strong customer service skills
- Experience of working in a professional environment
- Strong team player
- Ability to build effective relationships internally and externally

### **Qualifications**

- A higher education qualification
- Valid driver's license

### **Other**

- On occasion, must be prepared to travel within the UK and abroad, for instance to trade fairs or visiting customers and suppliers
- Cross-cultural awareness
- Well-presented
- Good sense of humour
- Happy to work in a small business environment

Commerce-Connections is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

**JOB TITLE:** Junior Account Manager

**JOB TYPE:** Permanent

**COMPANY TYPE:** IT company

**HOURS:** 40 hours per week

**STARTING SALARY:** £18,000K to £21,000K, dependent on experience

**LOCATION:** Woking town centre (no free parking provided)

**CULTURE:** Professional, dynamic, upbeat, innovative

**BENEFITS:** 20 Days holiday allowance (plus BH), pension contribution

This is an Interesting and varied role with opportunities for progression and learning new skills.