

Job Description

Job Title:	Account Manager
Department	Sales
Reporting to:	Business Development Manager
Salary:	DOE
Benefits:	Workplace pension scheme, business expenses company car allowance

Introduction:

We are looking for a competent person to support our growing list of hotel software clients. The role requires you to routinely contact clients, keeping them abreast of our companies activities and product features or services that could benefit them. Liaising across departments within our organisation to ensure the accounts are up to date, their reported software issues are resolved in a timely way. The objective is to deliver an excellent standard of service in alignment with the company's service level expectations. The ideal candidate will be focused on giving excellent service to clients, with a friendly and approachable manner. They will be professional, punctual and able to deliver the service within the company's expected targets.

Key Responsibilities:

Retaining clients

Managing client relationships

Identifying up-sell opportunities

Keeping clients on the most updated of the software

Looking at all aspects of the client business and pushing sales of acomos™ products – tills, in room services and service requirements like cloud

Reporting weekly on current issue, sales made and client opportunities

Key requirements:

This is a 100% client-interactive role and the right candidate will have:

- Previous experience in B2B account management role. Min 1 year. *
- Commercial awareness. *
- Proven record of client retention. *
- Excellent verbal and written communication skills are necessary as they will be required to document and report on call outcomes.
- The ability to prioritise their own work and self-motivate.
- Punctuality.
- Diplomacy and patience.
- Good computer skills.
- Clean driving licence.
- They may be required to travel to clients' premises across the country or attend meetings or industry events.

Working hours:

Monday to Friday 9am – 5.30pm

Requirements and targets for the role

The account manager will be allocated circa 75 clients every quarter which will require consultation and assistance.

Every quarter the AM will be required to contact all 75 and ascertain areas to upsell acomos™ products. The AM will ideally do this from the office in Peterborough but where meeting is required, they will need to organise travel and have an approved agenda of info that needs to be completed.

When the AM is contacting clients, we will be looking for certain objectives to be completed

- Clients status (RAG)
- What areas of the software they are struggling with or what needs to be achieved to have them green in the RAG system.
- Current software and whether it requires an upgrade.
- Current facilities they are using – objective here is to get all functionality in house
- Any plans for the future?
- New Functionality to go through?

Regional locations

Scotland

Midlands

To apply, please send your CV and covering letter to araina.pampoulides@togip.com