

**Role: Junior Account Manager**

**Department: IT Services**

### **Summary**

The Junior Account Manager will work closely with the Internal Account Manager and Business Development Manager in the IT Services Team to develop new business opportunities and to manage several new and existing key accounts. You will be responsible for building and maintaining relationships with your customer base, new clients, external account managers and the internal team.

Account Management will be through self-generated leads, which will involve cold calling, increasing services sold into smaller accounts, working on joint opportunities with account managers.

You will be self-motivated, with excellent planning and organisational skills, communication skills and selling skills.

### **Key Responsibilities**

- To win new business through pro-active outbound telephone activity and to manage new and existing relationships, selling the complete range of Services and Solutions that EE can provide.
- To provide professional and time effective account management and customer service to a portfolio of customers via the IT Channel and to end users direct.
- To fully manage the renewals database and liaise with the Account Managers to make sure support contracts are renewed.
- To work with other the Internal Sales teams as required by cold calling and developing customers within their territories and vertical markets.
- To operate in accordance with all processes and procedures at all times.
- To ensure compliance with the defined security policies regarding access to the internal systems.
- Occasional requirement to attend customer sites for client visits and to attend external Shows and Exhibitions to take leads and build relationships.
- To assist the Sales Manager by carrying out reasonable requests for additional duties as and when required.

### **Essential Skills/Experience**

- Ability to work to Targets and time sensitive deadlines.
- Pro-active outbound telesales experience.
- Good working knowledge of Excel, Word and PowerPoint & Outlook.

### **Desirable Skills/Experience:**

- Previous experience working in an IT Sales role.
- Some knowledge of IT Services.
- Knowledge of Excel and using formulas within workbooks.

### **Interpersonal and communications skills**

- Great telephone manner and communication skills both written and oral.
- Well organised and Pro-active.
- Friendly and Professional.
- Be able to work unsupervised using your own initiative.