

Job Description for Internal Account Manager

Person:

Reporting to: Sales Office Manager



Role

To achieve & exceed margin targets agreed with the Sales Office Manager.

Ensure you consistently deliver exceptional customer service, by thinking creatively and putting our customers and our people who serve them at the heart of everything you do, you must ensure that all of your actions support the Wick Hill strategy and brings our VAD brand to life.

You must always do whatever it takes to get the very best results for our customers and colleagues. We show passion & enthusiasm to make things happen and have the courage to take considered risks.

We work together with our colleagues and partners internally and externally to achieve the best experience possible for the customer and get the best results.

You must ensure all your accounts are managed professionally and you have documented account plans for each of your key accounts.

Objectives

Account maps should be available for all accounts that you manage and all information about your account should always be up to date on the CRM system. Account maps should contain relevant information about account e.g. Size of company, type of business they specialise in, geography covered, numbers of staff, turnover, products sold, products they buy from Wick Hill, product opportunities to develop, Discounts by products, all contacts – purchasing, sales, divisions, management, other offices etc.

To work as part of a team with product sales management and other internal sales sharing information and maximising effectiveness within the account base, Utilising product sales to visit your accounts and ensure you are constantly working toward increasing the product portfolio within you accounts.

To achieve or exceed set daily activity targets and overall objectives, these include time on the phone, numbers of calls, quotes processed within 2 hours max. Orders processed within 2 hours max.

Escalate to your manager or another manager in his absence if you are unable to deliver to a customer their expectations or SLA after having discussed requirements with the customer.

Ensure you have a working of all products you are able to sell which includes being able to Quote and process an order within 3 months of joining or 1 month after a product launch. If you are unable to meet this requirement escalate to your manager in writing to ensure you receive required training.

You must ensure you constantly recruit new resellers and develop the product portfolio by utilising the product sales management team.

To ensure you are constantly upselling and cross selling

You must identify and sell training and consultancy within your account to ensure you are supporting WickHill's VAD proposition.

To provide a monthly sales margin forecast to Sales office manager which need to a minimum of 90% accurate and ensure you pipeline is always 100% up to date

KPI's

1. Margin - To meet or exceed monthly margin target.
2. Account Maps – To complete a minimum of 5 account maps per month.
3. Have account plans for all you accounts/80% of accounts you must complete an account plan within 1 month of being allocated to you.

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4. Pipeline Forecast - To provide a monthly sales margin forecast to Sales office manager which need to a minimum of 90% accurate and ensure you pipeline is always 100% up to date
5. Recruit - Recruit 2 new resellers a week
6. Calls - Achieve a min of 2 hours per day on the phone,
7. Portfolio - Develop 4 new products into your existing reseller base per week
8. Meetings – Book 4 meeting for products sales managers to visit your developing accounts per week.
9. 4 Rings - Ensure Sales switchboard rings are limited to a max of 4 rings before answering.

10. Manage Demo's -Review demo report at least weekly to ensure all demos are returned on time, ensure reseller is contacted
11. Keep CRM Updated - All contacts in Sales order/CRM system for your accounts are up to date.
12. 2 hour SLA – To ensure all your customers correspondence's are acknowledged and responded to within 2 hours.
13. Services – Sell /quote Training and services minimum of £5000 worth per month.
14. Call Outs - Prepare and attend 121 call outs

Skills

Knowledge of IT Security products and advantage

Knowledge of IT channel – Resellers

Experience in Word, Excel, Outlook, exchange.

Proven experience in a sales role.