



## Job Specification

### Sales Account Manager

#### Responsibilities

Include:

- Managing a portfolio of accounts to achieve long-term success
- Developing positive relationships and handling customers' needs
- Generating new sales using existing and potential customer networks



#### Job brief

We are looking for a qualified Sales account manager to join our team. You will be responsible for developing long-term relationships with customers and overseeing sales.

As a Sales account manager, you should work to satisfy customers' needs and requests, respond to their queries in a timely manner and aspire to deliver a positive customer experience. You should have excellent communication and negotiation skills and be customer service oriented.

Ultimately, you should be able to grow our business by building successful, long-term client relationships.

## **Responsibilities**

- **Manage a portfolio of accounts to achieve long-term success**
- **Develop positive relationships with clients**
- **Act as the point of contact and handle customers' individual needs**
- **Generate new business using existing and potential customer networks**
- **Resolve conflicts and provide solutions to customers in a timely manner**
- **Supervise account representatives to ensure sales increase**
- **Report on the status of accounts and transactions**
- **Set and track sales account targets, aligned with company objectives**
- **Monitor sales metrics (e.g. quarterly sales results and annual forecasts)**
- **Suggest actions to improve sales performance and identify opportunities for growth**

## **Requirements**

- **Proven work experience as a Sales account manager or Sales account executive**
- **Hands on experience in sales and an ability to deliver excellent customer experience**
- **Knowledge of CRM software and MS Office (MS Excel in particular)**
- **Understanding of sales performance metrics**
- **Excellent communication and negotiation skills**
- **An ability to deliver projects and answer inquiries on time**
- **Business acumen with a problem-solving attitude**
- **BSc degree in Business Administration, Marketing or relevant field**