

Company: Clark Integrated Technologies
Job Title: Client Account Manager
Reports to: Managing Director

Date: 25/03/2021
Compensation: Salary + access to the current Company Commission Scheme
Department: Sales

Job Description:

Seeking a confident and self-driven Client Account Manager with experience and interest in the Information Technology community/industry.

The role is responsible for the technical goals throughout the lifecycle of the relationship with the customers. You will work closely with our customers, build relationships with them and develop a good working knowledge between the account and the company. This position must bring on board new clients and provide technical development for active accounts to up-sell solutions, services and products by understanding the customers needs. Advising and providing guidance for innovation the company provides by maintaining and measuring an on-going positive customer engagement throughout the lifecycle of the relationship.

Basic Functions:

- Work with active customers to develop a deep understanding of their needs and translate those needs into technical solutions and product requirements that meets and where possible exceeds their goals and satisfies their demands to develop a strong outlook to developing Technology for their success.
- Cross-selling and up-selling services and solutions to existing accounts.
- Qualify new sales opportunities on a Technical and Operational level for current customers.
- Develop leads provided by qualified Company marketing campaigns and bring onboard of new clients.
- Receive requests for solutions, service and product details from customers and provide timely Technically qualified responses.
- Conduct onsite or online presentations that showcase the solutions, services and products of the company to active customers.
- Work with management to develop proposals, quotes and respond to RFP/RFI/ITT documents and tenders.
- Develop a comprehensive understanding of the Features and Benefits of the solutions, services and products that the company provides through continued Learning.
- Effectively communicate features and benefits of solutions and manage prospect expectations throughout the lifecycle of the account.
- Manage the complexity of service proposals, contracts, lease agreements and service level agreements.
- Maintain in-depth knowledge of the solutions, services and products supported and offered by the company.
- Perform sales procedures and processes through activities and opportunities and remain compliant with defined policies and procedures.
- Achieve and maintain a positive rapport with prospects and work to give them the best possible service.

Additional Duties and Responsibilities:

- Attend weekly sales meetings and ensure sales opportunities are compliant with company policy.
- Develop in-depth knowledge of the service catalog and how it relates to customer's needs.
- Document internal processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses as they occur.
- Communicate with clients through email, written proposal and company telecoms.
- Understand processes in our CRM system by completing assigned training materials.
- Enter all work as activities or service tickets in CRM system.

Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Outside sales experience with selling relevant solutions, services and products.
- A proven track record of Technical Account Management or other relevant experience.
- Possess a track record of managing the customer commitment, negotiation, and closing of the sales process.
- Enjoy working with customers and external audiences.
- High energy and drive with good negotiation skills.
- A listener who is customer-oriented and attentive to their needs.
- Proficient with general office applications.
- Generate and motivate a positive attitude with customers and colleagues in delivery of the role.
- Strong organizational, presentation, and customer service skills.
- Skill in preparing digitally prepared and written communications and materials.
- Interpersonal skills: such as telephony skills, communication skills and customer-care.
- Ability to multi-task and adapt to changes quickly.
- Typing skills to ensure quick and accurate data entry.
- Self-motivated with the ability to work in a fast moving dynamic environment.

Educational/Vocational/Previous Experience Recommendations:

- BA/BS in business management or related field – or equivalent demonstrable experience.
- 3 years of sales or customer relations experience preferably in an IT environment / role.

Benefits:

- Competitive salary based on experience and qualifications.
- Health, vision, and dental benefits included.
- Performance based incentives – commission scheme
- Full on the job training & support.
- Fun working environment and culture.
- Great opportunity for advancement.

The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.