

Company: Clark Integrated Technologies
Job Title: Client Relationship Executive

Date: 26/03/19
Compensation: Salary (dependant upon experience) + access to the current Company Commission Scheme

Reports to: Managing Director

Department: Sales

Job Description:

The Client Relationship Executive role is responsible for the sales lifecycle as it pertains to the allocated Accounts element of contact and continued support. This position must farm active accounts to up-sell products and services by developing a thorough understanding of their business needs. Maintaining and measuring and on-going positive customer engagement throughout the lifecycle of the working relationship.

Basic Functions:

- Work with active customers to develop a deep understanding of their needs and translate those needs into product requirements that satisfy their demands.
- Cross-selling and up-selling services and solutions to existing accounts.
- Qualify new sales opportunities for current customers.
- Receive requests for service and product details from customers and provide timely responses.
- Conduct onsite or online presentations that showcase the services and products of the company to active customers.
- Work with management to develop proposals, quotes and respond to RFP/RFI documents.
- 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 product knowledge of the service offerings of the company.
- Perform sales procedures 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 and blueprints
- 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 services and products.
- Possess a track record of managing the customer commitment, negotiation, and closing of the sales process.
- Demonstrated level of success in the development of client relationships.
- Enjoy working with customers and external audiences.
- High energy and drive with good negotiation skills.
- 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 written communications and materials.
- Interpersonal skills: such as telephony skills, communication skills, active listening 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:

- Sales or customer relations experience preferably in an IT environment.

Benefits:

- Competitive salary based on experience and qualifications.
- Health, vision, and dental benefits included.
- Performance based incentives.
- Commission package based on company KPI's.
- 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.

To apply:- please apply in writing enclosing your current CV to margo.milne@clark-it.com