

Account Manager

Job ID:	CS/AM/ AUG10
Department:	Client Services
Reporting to:	Senior Client Account Manager
Position Type:	Full time
Location:	Sittingbourne, Kent ME9
Start date:	asap
Closing date for applications:	5pm Monday 9 th August 2010

Job Summary

Following the expansion of the company we have a vacancy for an Account Manager. The Account Manager would be responsible for building a close working relationship with a number of allocated clients to ensure their requirements are understood and they receive a high quality service.

The successful applicant would ideally have (but not essential) knowledge and experience of using the GlobalExpense system, including configuration, the production of detailed management information as well as a good understanding of PAYE and VAT compliance requirements. The Account Manager will be required to provide advice and guidance to clients to ensure they are aware of all the tools available to them to get the best value from the use of the system.

The successful applicant will be required to travel regularly to visit clients across the UK and must have their own reliable car and valid UK driving licence as well as appropriate business insurance and cover for an alternative car if own car is off the road.

Key tasks/ Responsibilities

- To manage an assigned list of GlobalExpense strategic Accounts
- To achieve defined revenue retention & growth targets from an allocated Accounts list / territory by increasing the number of users and maximising contract unit costs
- To develop in-depth relationships with key operations staff & senior decision-makers within Accounts & position GlobalExpense as the expense management partner of choice
- To provide an excellent service to our clients ensuring you are aware of any issues and resolved them as quickly and efficiently as possible
- To grow the business within the defined Accounts list by
 - selling additional services to the core product offering
 - penetrating additional divisions and companies of the client organisation
- To ensure client contracts are renewed in timely manner
- To build a clear picture of the clients' business, their plans for expansion or divesture of business units we provide or could provide services to
- To provide accurate forecasts of new revenue streams to the business
- To use Salesforce.com to record activities within the Accounts list to provide a clear picture of current & future client requirements
- To be able to identify the resources within GlobalExpense to resolve customer issues and service requests in a prompt and efficient manner

Key Skills and Experience

- Consultative selling – communicates effectively at all levels within clients and demonstrates a clear understanding of client issues, challenges & business drivers
- Customer service skills to enable delivery of excellent service offering

- Questioning/fact finding – demonstrates a thorough understanding of customer needs by using a structured approach to identify and qualify sales opportunities
- Analytical Skills – ability to interpret data in Excel and clearly present findings and make recommendations
- Communication – communicates clearly & effectively by phone, in e-mail, at meetings, both internally & externally
- Presentation – able to construct and deliver effective presentations internally & externally
- Negotiation – demonstrates and applies effective negotiation skills to maximise sales

In Return the successful candidate will receive

- Salary negotiable
- 20 days holiday
- In depth job and product training
- Contributory pension (after successful completion of a probationary period of 6 months)
- Private Health Care (after successful completion of a probationary period of 6 months)
- Sales Commission (after successful completion of a probationary period of 6 months)

If you wish to apply for this position please send your CV along with a covering letter to jobs@globalexpanse.com

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