

Account Manager Job Description

Job Details:

Days of Work: Monday – Friday
Working Hours: 08:30 – 17:00
Reports to: Sales Director
Department: Sales
Place of Work: European Medical Group Ltd t/a European Medical Journal
Coppergate House
16 Brune Street
London
E1 7NJ

Job Description:

To manage and grow the accounts of a fast-growing healthcare publisher, whilst working closely with a team to establish the best course of action for increased client retention and growth.

Duties:

- To reach and surpass sales/revenue targets and performance objectives
- To effectively manage customer relationships
- Ensuring customer service standards are maintained
- To research the current market, analyse trends and make recommendations regarding Sales Plans and Strategies
- To achieve specified targets as agreed with Manager in respect of the following:
 - Key Account Plan
 - Sales Plan
 - Sales/revenue targets
 - Number of external customer visits – new, existing and lapsed
 - Conversion rates
 - Customer retention rates for first year clients
 - Other performance objectives agreed with manager
- To make calls and visits to existing, lapsed and potential new business clients to build customer relationships, deliver excellent customer service and maximise revenue
- Ensuring you are knowledgeable about the market, customers, competitors and products in order to sell solutions and deliver exceptional customer value to predefined customers effectively
- Maintaining strong sales pipeline through effective relationship building, call management and lead generation
- To accurately use and maintenance of company database
- Creating established customer plans for all accounts and monitoring any risks/growth within these accounts ensuring these are flagged have appropriate management plans in place
- Continually seeking ways of improving methods of work and service to customers
- Contributing to evolving the client brand, developing the Sales offering and Strategy for the business

Requirements:

- Strategic and target-driven
- Results orientated and customer/account focused
- Engaging, empathetic with ability to challenge at senior level
- Self-motivated, self-sufficient and accountable
- Positive, enthusiastic and professional
- Adapts well to change
- Remains calm and professional under pressure
- Highly organised and able to prioritise workload efficiently
- Excellent communication skills both verbal and written
- Excellent project, planning, change and time management capabilities
- Have good judgement and decision making skills
- Enthusiasm to achieve results and ensure objectives are met

- Ability to negotiate with and persuade others
- Must demonstrate our company values – Hardworking, Passionate, Proactive, Gold Medal Winner, Different, Inspiring, Loyal, Healthy, Proud, Positive