Client Account Manager – Job Description & Personal Specification	
Job Title: Client Account Manager	**Department/Group:** Ocean Dynamics – Sales
Location: Cranleigh – office based	**Line Manager:** Sales Director
Salary: £23,000 basic	**Additional details:** • Inclusion within company annual profit sharing scheme (when eligible) • Commission package based on run rate business (Plan to be advised)

Job Purpose

- Primary contact for approximately 25-30 of our existing accounts
- Respond to sales enquiries and deliver overall customer service excellence to aligned account base
- Support the generation of quotations for run rate business across the entire account base (run rate business is defined as quotations less than £5,000)
- Work with Sales and Operations to help streamline processes that will deliver an even better service across all our client base

Key Responsibilities

- Retain existing clients, measureable through the annual Microsoft support renewal
- Provide a high-level of customer service to installed base, which can be summarised as follows:
  - Sending out regular communication about relevant products and services that may benefit their business
  - Responding to quote and customer information requests
  - Renewing of annual support contracts

General skills and competencies

- Working knowledge of Microsoft office suite – in particular Word and Excel
- Use of Microsoft Dynamics CRM (desirable but not essential)
- Comfortable dealing with client over the phone
- Methodical nature – ability to follow a sales process from quote through to order

Any Special Circumstances of role

Role will be office based, but may require a small amount of travel away from the office to assist with customer events or attend client meetings by way of an introduction.

Why join Ocean Dynamics and take on this role?

Ocean Dynamics are part of the TLM Group, a relatively small but rapidly growing business that has a customer

service culture throughout our organisation. Now, over 60 strong in staff across the business, 20 within the Ocean team, this is an opportunity to be part of a team that is customer centric through to the core and help build on it's current success. TLM Group have more than doubled in size over the past year and we are putting the most recent Microsoft NAV and CRM solutions in to help provide a core foundation for our business process and to help build a loyal customer base. As an important part of this team you would get experience of working with a friendly customer focused team, using new systems and getting experience of working with sales and operations to continue the success of our business and maintain a loyal customer base.