

Job Description

Account Manager

Location: Home/Field Based	Department: AXI
Level: Team Member	Line Manager: National Accounts Manager

Primary Purpose and Function

To deliver against agreed objectives, revenue and margin targets by maximising and generating new opportunities within assigned accounts

Key Accountabilities

- Build, develop and maintain relationships with key (and appropriate) people within the Accounts and know who the decision makers are (HOB, GM's, DP's, SM's, GAD's, FD's etc.). Ensuring that everyone knows you as the Account Manager and point of contact for their business needs
- Remain up to date with and effectively analyse and report on account performance
- Upselling system enhancements and products and working with the accounts to increase recharge success rates across all dealers
- Discuss the approaches being taken with clients and advise methods and procedures that work, highlighting and rectifying those that don't
- Manage personal time to ensure goals and objectives outlined are met, ensuring the time spent is productive with quantifiable results
- Carry out the installation of AXI systems, and train users how to effectively and productively use the supplied systems
- Work alongside the development team to ensure that the system being developed meet customer requirements, including assisting in the quality of the product(s)
- Work with the helpdesk department to highlight customer problems and to resolve these in a timely manner
- Promoting the use of Aviva insurance from the first point of contact
- Demonstrate flexibility to the needs of the business to ensure that company goals and objectives are achieved
- Highlight concerns / problems to line Manager in a timely and effective manner (potentially before they escalate)
- Combat potential threats from competition; be aware of the threat prior to losing an Account / Dealer
- Develop and maintain tools to assist management of tasks and Key Accounts
- Observing and complying with GDPR
- To achieve objectives and targets set
- Carry out reasonable tasks as requested by your line Manager

Personal Specifications

- Demonstrable experience in a similar role
- Ideally a knowledge and understanding of the marketplace
- Previous business development, account management experience, ideally within the motor trade -Insurance and IT systems sales experience would be beneficial but not a requirement
- Proven track results of achieving targets and increasing business and revenue
- Ability to listen, consult and influence others
- Commercial acumen including marketplace trends
- Clear, concise, and confident verbal and written communication skills
- Good organisational skills, able to plan and manage time effectively
- Positive approach to building new relationships
- Competent with using (MS Office) MS Word, Excel, and Power Point
- Willingness to travel
- Adaptable, tenacious self-starter who is results orientated
- Ability to work on own initiative
- Demonstrate behaviour in line with Company values; Inspired to Innovate, Always Respectful, Fully Accountable, Delivering Delight.