

1.0 Job Description & Specification

Description

To be responsible for providing account management for a portfolio of clients assisting them by keeping in regular contact with new prospective and existing customers via telephone and email and, should the business require, face to face meetings. Promoting CUB® products and services in line with the service package options. To achieve a monthly sales target of new growth and monthly target for retention of existing customers and conversion of new customers.

Key Responsibilities and Accountabilities

Maintain consistent monthly target of new sales value, new sales conversion and retention of existing customers

Develop and maintain effective relationships with existing and prospective clients, with the ability to listen effectively and match customer requirements with CUB® products and service packages

Effective use of the CRM system to log all data and information captured regarding our customers in line with correct processes being utilised

Communicate effectively with all CUB® staff to maximise our services and exceed customer expectations

Effectively manage renewals for new and existing customers by tendering within agreed company timescales to ensure customers are contracted in effectively

Create reports for KPI's and targets for responsibilities relevant to the role and present to team

Arrange and participate in meetings and project team activities taking lead and responsibility where needed

Adhere to stated policies and procedures relating to health and safety and quality management

To build trust, value others, communicate effectively, live innovation, focus on delivery to customers, collaborate with others, solve problems creatively and demonstrate high integrity, generating new ideas for the company using initiative to continuously improve company processes and sales activities

Any other activities related to the sales of the Company

Person Profile

The capacity to stay optimistic, positive and highly self motivated. Target driven with an eager interest in the industry, with energy that often inspires others.

To be able to overcome objections using patience and relenting effort to achieve, despite obstacles. Able to adapt and change pace and direction in order to succeed and achieve goals.

The understanding and knowledge of who you are including your skills, values, interests, behaviours and character and how you are perceived to others.

The capacity to listen effectively to all CUB® staff and their customers and suspend your own agenda deliberately and empathically allow others to be heard.