



CAREER OPPORTUNITY

JOB TITLE:

Account Manager

(12 month fixed term contract)

£24-£30k + car allowance + commission

Background

Agilitas IT Solutions Ltd is the leading global innovator of customer driven IT channel services. Passionate about delivering first class IT services on behalf of our channel partners, we have been helping the major OEMs, IT resellers and managed service providers extend their service capability and improve service delivery levels to their customers for over 25 years.

We manage IT infrastructure across server, storage, networking and end user computer technologies and deliver complementing maintenance and professional services to channel partners across 60 countries and to over 15,000 locations throughout the UK, Europe and the rest of the world.

Job Brief

We are looking for an Account Manager to maintain and develop long-term, trusting relationships with our customers. The Account Manager's role is to oversee and further develop a portfolio of assigned customers, actively seek new sales opportunities.

Account management responsibilities include developing strong relationships with customers and our internal teams, and preparing sales reports.

Account Managers also answer client queries and identify new business opportunities among existing customers. In this role, you will liaise with cross-functional internal teams to improve the entire customer experience. This position will require travel.

Main Duties & Responsibilities

- Serve as the lead point of contact for all customer account management matters
- Build and maintain strong, long-lasting client relationships
- Negotiate contracts and close agreements to maximize profits
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
- Forecast and track key account metrics (e.g. quarterly sales results and annual forecasts)
- Prepare reports on account status

- Collaborate with sales team to identify and grow opportunities within territory
- Assist with challenging client requests or issue escalations as needed

Requirements:

- Proven work experience as an Account Manager, Key Account Manager, Sales Account Manager, Junior Account Manager or relevant role
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organization,
- Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail
- Excellent listening, negotiation and presentation abilities
- Strong verbal and written communication skills
- Resilient, with the ability to remain calm under pressure

Working location/ environment:

Nottingham Head Office/Home Based – Travel to customer locations UK Wide