

CAREER OPPORTUNITY

JOB TITLE:

Desk Based Account Manager (DBAM)



Background

Guided by our shared values, we all take pride in everything we do, working as one team with a shared vision to deliver the highest standards to our customers. We work in a fast moving ever-changing environment, so we are constantly looking at driving improvements to stay ahead of our game. There is a real passion to innovate across the whole Agilitas team, whether that be to improve our internal processes for our colleagues or simply make the customer experience a more pleasurable one! Our core PRIDE values (Passion, Respect, Innovate, Deliver, Embrace) unite the Agilitas team and ensure we remain focused and consistent in everything we do.

About the Role

Agilitas is looking for a Desk Based Account Manager (DBAM) to support the day-to-day development of relationships with customers. The DBAM's role is to oversee a portfolio of assigned customers, developing relationships to support the ongoing sales objectives within a Sales Team that is led by an Account Director.

We are looking for an ambitious, dynamic individual to join a fast-growing business and play a valuable part in the continued growth. The DBAM will be responsible for a sales target, helping existing customers buy IT services as well as maintaining a run rate of services revenue. Due to the levels of activity being generated by our marketing department and the incoming enquiries, the DBAM will be responsible for responding to all sales leads and help the sales team develop new sales opportunities.

Working within a team, the successful individual will bring personality and energy to the role with the drive to develop their career in business. Academically strong with the application to solve problems – with strong numeracy skills and able to articulate themselves with clarity in order to make a contribution to a set of team objectives.

In this role, you will liaise with cross-functional internal teams to improve the entire customer experience.

Main Duties & Responsibilities

- Serve as the day to day relationship manager for all customer account matters
- Pursue and build customer relationships
- Support a team of Account Directors
- Deal with solutions-based customer enquiries (i.e. not product sales)
- Forecast and track key account metrics (e.g. monthly sales results and quarterly/annual forecasts)
- Prepare reports on territory status
- Develop relationships with key accounts, customers and internal functions
- Clearly communicate the progress of weekly/monthly/quarterly initiatives
- Develop business with existing clients pursuing areas of improvement to meet sales quotas

- Develop account planning skills and action planning to achieve a sales objective
- Collaborate with the account team to identify and grow opportunities within territory
- Assist with challenging client requests or issue escalations as needed

In Return

As well as being a great place to work with a friendly and helpful team, we offer the following benefits:

- Standard 22 days holiday + bank holidays (increasing to 25 days with service).
- Additional ½ day birthday holiday
- Ability to 'earn' an additional 4 days per annum if you win quarterly awards based on the company PRIDE values.
- Cycle to Work Scheme.
- Death in service (2 x salary).
- Access to Medicash Cash Plan – cash back towards everyday healthcare bills and a wide range of other wellbeing benefits, unlimited access to virtual GP, 24/7 employee assistance programme, retail discount scheme.
- Regular away days and social events.
- Quarterly and annual awards.
- Invitations to award ceremonies and partner events.
- Dress down Fridays.
- On site parking available.

We are based in Nottingham at Glaisdale Parkway which is situated on the west side of Nottingham located approximately 4 miles to West of the City Centre via the A609 and 4 miles from the M1 with convenient access to junctions 25 and 26. The area is very well connected for public transport with numerous bus routes in close vicinity.