Sales Executive - Premier Accounts

Responsible to: Sector Sales Manager

Main Duties and Requirements

- To manage and develop the relationship between the company and existing customer organisations
- To increase the number of trading customers
- To market all relevant products and service offerings throughout your account list
- To proactively uncover, understand and record all the key projects and initiatives defining an account plan to enable the company to win as much relevant business as possible
- To ensure financial targets established for the accounts are met
- To liaise with other departments to make sure customers' requests are dealt with efficiently and effectively, regardless of whether or not you are in direct control of the issue
- To achieve the highest levels of customer satisfaction throughout the Phoenix sales lifecycle
- To use the extensive external resource to assist growth within your customer base

Specific Duties and Responsibilities

- To respond to all customer information/quotation requests to a high standard and in a timely manner, following up these requests and closing the opportunity
- To proactively ensure that your own knowledge of all relevant products, services and volume licensing schemes is at the highest level
- To maintain appropriate customer records on the Phoenix sales order processing system regarding general information about accounts such as customer preferences and forthcoming projects
- To provide accurate sales forecasts and reports to the Sector Sales Manager as specified
- Use the business tools provided to enhance your knowledge within your customer base
- To adhere to relevant Key Performance Indicators for the Sales Team
- Any other reasonable request

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Knowledge/Skills Required

- Ability to prioritise work under pressure, work without supervision and use initiative to ensure that deadlines are met
- Effective time management skills with the ability to plan ahead
- Commitment to see tasks through to a successful completion
- First rate telephone skills
- A flexible approach to the working day
- Understand and use Phoenix Systems and Business Tools
- A strong team player
- Knowledge of Microsoft Outlook and Excel

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