



JOB DESCRIPTION

POSITION:	Account Manager
REPORTING TO:	Sales Director – Security Division
BASED FROM:	Field – reporting to Glyme Court, Langford Lane, Kidlington, OX5 1LQ

JOB PURPOSE

The Account Manager is responsible for creating an appropriate sales strategy for each of their allocated clients and then implementing and managing that strategy to develop the accounts. They will have excellent communication and interpersonal skills with an aptitude for building strong client relationships to identify what needs the client has and create strategies to meet those needs.

The Account Manager will coordinate the involvement of wider company personnel, including support, service, and management resources, in order to meet account performance objectives and customers' expectations. They will lead solution development efforts that best address customer needs, while coordinating the involvement of all necessary Orion and Scutum Group personnel as required.

The Account Manager needs to identify and understand the potential client's business issues and areas for improvement and match a solution accordingly. They will articulate the message of the businesses services and sell the brand to secure new business from new clients will seeking to expand the scope of services provided to existing clients.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Manage a key account portfolio and achieve assigned strategic account objectives
- Establish strong, long-term client relationships
- Communicate with major clients on a regular basis and respond to specific queries
- Suggest solutions and innovative ideas to meet client needs
- Handle complaints and problems in a timely and effective manner
- Act as the liaison between key customers and internal teams
- Monitor sales performance metrics, prepare monthly and quarterly forecast reports
- Meet their sales target objectives (c£60K per month)
- Work closely with the Sales Director to agree and pursue business targets and priorities
- Work closely with the Sales Director on the commercial and contractual issues
- Work within the pricing and technical parameters confirmed by Scutum UK Ltd

Registered Office:

Scutum UK Ltd
28 Mill Road Industrial Estate,
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Tel: 0330 20 21 222

NORTHERN: Trident House, Anchor Court, Commercial Road, Darwen, Lancashire, BB3 0DB
CENTRAL: Glyme Court, Langford Lane, Kidlington, Oxfordshire, OX5 1LQ
SOUTHERN: Scutum House, St Ann's Road, Chertsey, Surrey, KT16 9EH

- Maximise the value of the company's existing internal resources (marketing, technical and commercial support etc.) to support the achievement of target objectives
- Represent the business in a professional and courteous manner
- Support best practice Health and Safety in so far as the Account Manager position enables
- Develop an appropriate level of understanding of industry equipment, standards, terms and conditions etc.
- Be a part of the Sales Team and participate in all management meetings when required; undertake other duties as considered necessary.
- Escalate significant risks/opportunities to the Sales Director

ABILITIES REQUIRED

You must have a security industry background with a minimum of 5-years commercial experience. Strong technical and commercial skills are essential.

You must be a good team player who enjoys multi-tasking and interaction with customers and colleagues.

Personality: Self- driven, multi-tasking, results-oriented with a positive outlook, and a clear focus on high quality, profitability and professionalism. A natural problem solver with a keen ability to prioritise and work with people to achieve excellent business outcomes.

Personal situation: Ambition is key to the role. The position requires drive and focus and offers a route into higher management within the company based upon the establishment of effective and productive internal and external relationships.

Specific job skills: Possess good interpersonal skills, excellent written and verbal communication and an open and positive demeanour. Must have a good awareness of industry codes and standards and be suited to work within the guidelines and processes as set out by the company.

Computer skills: Must be I.T. literate and confident with MS Office, particularly Excel, Word & PowerPoint.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as required.