

## JOB DESCRIPTION

<b>JOB TITLE</b>	Account Manager	<b>POSITION TYPE</b>	Full Time
<b>FUNCTION</b>	Housing and Asset Management	<b>REPORTING TO</b>	Team Leader – Account Management
<b>LOCATION</b>	Home	<b>EMPLOYEE</b>	

### ABOUT US

We are a newly formed and rapidly growing Software-as-a-Service (SaaS) business for the Public Sector with ambitious plans for expansion through strategic acquisitions and organic growth. Backed by experienced investors and a visionary leadership team, we are building a scalable, high-performance organisation at the forefront of cloud-based solutions.

### ROLE SUMMARY

This is a role within a busy sales team, being highly motivated, dedicated and commercially aware your main responsibility will be to follow up leads and convert into sales along with your team. Responsible for sales and renewals, you will need to plan persuasive approaches and pitches that will convince potential clients to do business with us, as well as the ability to develop a rapport with new clients.

The role needs you to be able to demonstrate strong persuasive skills and possess the initiative to complete tasks with little supervision, as well as being customer focused with meticulous attention to detail.

You will be required to grow and retain existing accounts, by presenting new solutions and services that will continually improve and broaden the relationship. You will be working with other teams such as software development, marketing, and management.

### KEY RESPONSIBILITIES

- Work to build network relationships with new and existing clients and maintain contact.
- Provide information regarding products/service in an engaging and persuasive manner and strive to become a product expert.
- Arrange and participate in internal and external client debriefs.
- Build and cultivate relationships and follow-up communications to move opportunities through the sales funnel.
- Answer all customer questions honestly and accurately.
- Consistently make a good first impression when speaking to clients.
- Have meaningful conversations with potential customers to generate sales.
- Commit to company and individual targets.
- Meet expectations for excellent customer service.
- Deliver trust and confidence including addressing any concerns/reservations of potential customers.
- Conduct research to identify potential prospects.
- Work with inbound leads to understand their 'pain points' and determine how the solution will address those needs.
- Support with external webinars
- Set up and deliver demonstrations/meetings that we facilitate for our users and potential prospects to advise of our product offering.
- Book, plan and carry out account management meetings remotely or on site (if required) ensuring all actions are logged and actioned.
- Feedback to other teams potential enhancements to the Sava product offering. Backup

- enhancement requests with logical, well reasoned arguments in inter-team workshops.
- Take responsibility for finalising sales proposals, including obtaining agreement from senior team members where required.
  - Manage customer relationships holistically, ensuring that all needs are met (pre and post sale) by arranging suitable contacts and by ensuring that all outstanding issues are being resolved within (and where possible exceeding) client expectations.
  - Assist with the management and delivery of user groups
  - Handle objections by clarifying, emphasising agreements, and working through differences to a positive conclusion.
  - Act as an escalation point for processes, and customer driven queries and own their resolution where appropriate.
  - Attend trade shows, exhibitions, webinars, company events, and training seminars.
  - Maintain excellent records of all customer interaction on the customer relationship management system for self and others.
  - Meet business targets, managing follow-ups to existing and potential customers.
  - Submit weekly progress reports and ensure data is accurate.
  - Track and record activity on accounts and help close deals to meet these targets.
  - Responsible for adhering to the company policies and practices

#### KEY SKILLS, QUALIFICATIONS & EXPERIENCE

- Experience of social housing and the public sector
- Experience of working with social housing and asset management solutions including the integration of various product sets
- A desire to really understand our business – what we sell and deliver to our customers, understanding why they choose Infoshare+
- Present new products and services that enhance existing relationships
- Work with internal staff to meet customer needs
- An exceptional customer service ethic
- A great work ethic where you bring your whole self into the role
- A 'can do' attitude, solution focused with innovative problem-solving ideas
- Able to self-motivate and work on your own initiative whilst managing your time to meet deadlines, objectives and manage priorities
- An effective team player
- Ability to handle our offering being rejected and remain calm and collected
- Excellent written and spoken communication skills that allow you to inform and advise others clearly, instilling confidence and leaving positive impressions
- A friendly, professional tone.
- Excellent IT and presentation skills
- Ability to pitch core benefits, proof points and sell the value Infoshare+ with confidence
- Honest, self-motivated, engaging, ambitious, goal driven and motivated by both personal growth and earning potential

#### PACKAGE

- Competitive Salary
- Pension scheme
- 25 days paid holiday plus bank holidays
- Flexible working hours to promote a healthy balance between professional and personal life
- Life Assurance
- Perkbox Platform (access to discounts, wellbeing content)

- Employee Assistance Program

## RECRUITMENT POLICY

Infoshare+ Ltd is an Inclusive employer. We pride ourselves on treating job applicants and employees equally, regardless of their sex, sexual orientation, religion or belief, marital status, age, race, ethnic origin, or disability. We also work together to ensure that all employees work in an environment free from harassment, bullying, unsolicited or unwelcome comments, or overtures on discriminatory grounds. Satisfactory references from current and previous employers will be required and followed up on.