

## Account Manager Job Description

Job Title	Account Manager
Department	Sales
Location	Eastbourne, East Sussex. Office based, with hybrid consideration after 6 months
Responsible to	Sales Manager
Hours	40 hours per week

### Company Info

**Markets:** Security printing and multi-media solutions– examinations, elections, immigration, banking, government departments.

**Products:** Examination certificates, result slips, secure envelopes, scannable registration / answer / mark forms, ballot papers, immigration visas, cheques, registration documents, web portals, online ordering systems.

#### Company Strategy:

The company strategy is to develop existing and introduce new clients to existing products and to develop products to best utilise technology and provide a complete service solution to our clients. The company has invested in the latest technology to keep at the forefront of the market and ahead of the competition. It is our objective to be flexible in the products and services that we provide our clients and to be pro-active in developing our clients' requirements.

### Job Brief

Due to new and emerging technologies redefining the future of security print, Zunoma are looking for an Account Manager who can demonstrate proven sales experience along with a thorough understanding of B2B Account Management sales processes that will ensure we continue to meet our customer growth ambitions in a changing world.

As an Account Manager you will apply a truly collaborative approach and customer focused mindset to build and develop long lasting relationships with a current customer base, from the education, government, and private sectors.

Responsible for identifying commercial opportunities and driving growth ideas, you will be capable of identifying and understanding the unmet needs and expectations of our customers and creating detailed plans for each account.

With 100% of your time dedicated to maintaining and growing current accounts you will be adept at developing trust relationships. You will be proactive in proposing new solutions that meet their objectives and be ever ahead of the game, predicting your customers' needs and preparing your team to address them quickly.

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### Responsibilities

- Management of a customer base across multiple sectors to maintain and grow monthly revenues against targets.
- CRM Activity – maintain all customer records for transparency and reporting.
- KPI reporting – identify, qualify and track business opportunities.
- Managing pipeline and targets to provide accurate monthly forecasts to management.
- Attending industry specific events where relevant.
- Monitoring competitive activity and market activity.
- Face 2 face and web meetings when required.
- Maintaining existing customer relationships strategically, to cross and upsell and extend the life of the customer.
- Serve as the link of communication between our customers and internal teams.

We are looking for someone with solid experience and a passion for consultative sales. With a genuine enthusiasm for identifying growth opportunities and managing customer change initiatives, you will establish yourself as a valuable partner to our customers, developing strategies to achieve success.

If you are looking for the glory of landing all the new accounts this is not the job for you. If you see yourself as an unsung hero who can successfully refill the glass before its empty, maintaining a healthy, mutually beneficial relationship for years to come, we want to hear from you!

### Experience

- 2/3 years proven experience as an Account Manager within a B2B environment – print would be an advantage.
- Proven experience in providing solutions based on customer needs.
- Effective communication and interpersonal skills with an aptitude in building relationships with professionals of all organisational levels.
- Demonstrate customer empathy, acting as a consultant, not simply a salesperson, guiding the customer to make sound investments decisions based on their ambitions.
- Have the right mindset, drive, and enthusiasm to transform challenges into new growth opportunities.
- Have an appetite to further your knowledge across the industry.
- Evidence of hitting and exceeding monthly targets and KPI's consistently .
- Clearly demonstrate your ability to maintain and grow a customer base in accordance with your targets.
- Ability to manage a full development solution sale by cross and upselling existing customers.
- Commercially smart, with experience of monitoring competitor and target activity.

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### Core competencies

- Creative thinker and influencer – ability to think around a problem and develop solutions proactively.
- Empathetic – deeply understands the goals, drivers and needs of others.
- Service orientated – ready to go the extra mile for their customers.
- Strategic – doesn't get stuck in the weeds, understands the bigger picture.
- Proactive – doesn't wait to take action and is in charge.
- Responsible – takes responsibility for their actions and outcomes and is accountable to others.
- Good communicator – writes and speaks for impact, confirms the other side has the same understanding.
- Is prepared – doesn't get hit with surprises, does the preparation work.
- Great listener – active listening skills which make sure the other side feels heard.
- Questioner – asks meaningful questions designed to illicit insight and emotion, not just surface content.
- Forward looking – always asks what's next?
- Fact based – based in reality and that hope is not a strategy.
- Always learning – invests in their skills and knowledge to keep driving forward.