



Phoenix Datacom Account Manager Job Description

Reports to: Company Sales Manager

Solutions: Network Access, Security, Network Application Performance and Test/Validation

Company Overview:

You will be joining a flagship UK value added resellers (VAR) that is undergoing a period of rapid growth with great opportunities to grow and succeed.

Our culture is one that supports and encourages our employees, we like challenges and work hard to deliver excellent results to our customers. Everyone is respected, acts professionally and is recognised for their input. We also aim to have fun and enjoy our work. Since our formation in 1984, we have played a key role helping major UK organisations to build, validate and optimise their networks and data centres, secure their most critical information and make sure their systems are ready and capable of delivering new, mission-critical services and applications.

Role responsibilities:

Key Results	Supporting Tasks/Objectives	Skills required
Maximising sales revenue from key accounts	Achieving sales targets. Maximising business from existing and new customers. Promote Phoenix effectively to enhance reputation for integrity and professionalism. Able to explain Phoenix product matrix and position Phoenix value proposition with relevance to target customer.	Excellent Account Management skills. Maintaining commitment culture "Say what you do and do what you say". Effective sales process, understanding customer organisation and DMU. Gravitas, high integrity, confidence and excellent presentation/skills
Maximising chances of winning business opportunities	Proposing best value solutions/articulate value propositions. Making best use of Company resources (Product Managers/Senior Management). Understanding customer requirements/decision making process/forums and our key value add. Maximising margin with good selling. Good understanding of product configurations, options and price list structure/policy.	Excellent product and application knowledge. Teamwork/communication skills and recognising the need for escalation and help. Business case skills/account planning. Sales skills/understanding of competition. Working with all parts of the DMU to map out purchasing process Negotiation and closing skills.



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	Keep customers up-to-date with product developments/sell across the board.	
Reporting/maintaining records	<p>Comprehensively updated opportunities within CRM on daily basis. Call reports as required by Outlook/CRM system.</p> <p>Update regularly contacts CRM records to give accurate areas of contact interest/Phoenix activity. Keep clear track records of any account specific special/pricing arrangements.</p>	<p>Forecasting skills</p> <p>Knowledge of Outlook and MS Office</p> <p>Qualifying customer interests.</p>
Identifying and generating new business	<p>Monitor press/relevant websites/marketing briefs news feeds. Cold calling coupled with comprehensive territory /account planning & coverage.</p> <p>Follow-up and provide status/feedback on all sales leads.</p>	<p>Market understanding. Confidence. Territory planning skills/planning ahead. Lead qualification skills. Innovation and creativity / market / technology / competition / knowledge / informed insight on where we can effectively add value/sell.</p>
Provide feed-back on customer's requirements/comments/competition.	<p>Log and report enhancement requests to relevant Product Manager and associated business potential. Provide detail of future requirements, standards development, legislative requirements, security threat environment and future test specifications to relevant Product Manager.</p> <p>Provide competitive functionality and pricing feed-back to Product Managers when gained.</p>	<p>Good technology and sensitivity to customer requests that may indicate a general market requirement/trend.</p>

To apply for this role, please email your application and CV to: info@phoenixdatacom.com

Please note we do not use recruitment agencies and will not be held liable for any commissions for unsolicited candidate CVs sent to us.