

# Zen Internet Role Specification

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## **JOB ROLE: Account Manager (Field Based)**

### **Key Deliverables**

As a Zen Account Manager you will be responsible for managing a portfolio of our major customer accounts as well as identifying opportunities with new customers to increase business. Success will be based on forming strong relationships with the key decision makers, providing sound information and advice about Zen's products and services to ensure the customer purchases the right solution and enabling Zen to become their Partner of choice. You will become a 'trusted adviser' to these accounts and will be comfortable using solutions selling techniques to win and grow business.

This role involves a mix of office and field based account management and new business generation therefore applicants must be willing to travel and spend periods of time away from home.

### **Key Responsibilities**

- To provide effective account management to all Accounts at all times, maximising revenues and new business, and identifying new opportunities
- Build strong relationships within each Account, based on gaining trust at different levels, qualifying the key decision makers and influencers and proposing the right solutions from Zen's portfolio
- Produce activity, pipeline and forecast reports on a weekly basis
- Be pro-active in your approach to account management, Build strong business pipeline and work to pipeline and forecasting structures
- Develop an in depth understanding of Zen's solutions and strategies
- Ensure best practice in your approach to account planning and fitting solutions to requirements
- Participate in seminars and presentations to new customers offering Zen as the preferred business solution
- Provide expert knowledge on how Zen's products/services can provide the solution the customer is looking for
- Take responsibility for leads coming into or generated by internal telesales teams over a certain value or complexity
- To build and maintain industry and competitor knowledge

### **Candidate Profile**

- Significant IT/ISP/Telco sales experience including a track record of dealing with major/corporate accounts
- Proven track record in achieving/exceeding targets via both new business and account management
- Experienced in accurate forecasting methods
- Demonstrable experience of identifying and influencing key decision makers
- Experience of delivering external and internal presentations
- Excellent interpersonal skills, with the ability to communicate at all levels
- High level of professionalism in all internal and external dealings
- Ability to analyse customer needs and recommend appropriate solutions
- Technically adept – able to quickly learn and understand new products
- Excellent time management skills with experience of organising and prioritising own workload
- Appears confident and assertive but not aggressive in all dealings
- Willing to travel nationwide with the possibility of some time away from home
- Enthusiastic about the internet and new technologies
- Full UK driving licence